

To: Finance, Resources and Customer Services Policy Board

On: 27th March 2019

**Report by: Joint Report by the Chief Executive and Chief Officer
Renfrewshire Health and Social Care Partnership**

**Heading: Provision of Renfrewshire Care at Home Scheduling and
Monitoring Service**

1. Summary

1.1 The purpose of this report is to seek the approval of the Finance, Resources and Customer Services Policy Board to award a contract to Totalmobile Ltd for the Provision of a Renfrewshire Care at Home Scheduling and Monitoring Service.

1.2 The recommendation to award this contract follows a procurement exercise which was conducted in accordance with the Crown Commercial Services G-Cloud 10 Framework Agreement ("the Framework") RM1557.10 selection process and the Council's Standing Orders Relating to Contracts for above EU Services threshold contracts.

1.3 A Contract Strategy was approved and signed on the 4th March 2019.

2. Recommendations

2.1 It is recommended that the Finance, Resources and Customer Services Policy Board:

- 2.2 Approve the conditional award of the contract for the Provision of Renfrewshire Care at Home Scheduling and Monitoring Service made via a call off contract under the Commercial Services G-Cloud 10 Framework Agreement RM1557.10 to Totalmobile Ltd subject to meeting the requirements as per the Order Form procedures including Insurance;
 - 2.3 Approve the duration of this contract for an initial period of two (2) years with the Council option to extend on two separate occasions each for up to 12 months and with the contract start date being defined in the letter of award; and
 - 2.4 Note the annual contract value for year one will be £396,050 excluding VAT, and each subsequent year will be £228,600 excluding VAT with a total contract value of £1,081,850 excluding VAT where both extensions are exercised.
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3. **Background**

- 3.1 The Care at Home Service, which this Service will support, provides care and support to vulnerable service users allowing them to remain safely within their own home.
- 3.2 The Service will allow enhanced scheduling, visit verification, wellbeing measurement, safeguarding and information sharing. It will utilise real-time data to keep In-house Care at Home workers up-to-date with schedules and visit requirements via mobile devices, whilst the recording of observations/outcomes means information can immediately be communicated to office-based staff.
- 3.3 A review of the procurement processes available identified that the Crown Commercial Services G Cloud 10 Framework Agreement RM1557.10 ("Framework") could be utilised. The Framework commenced on 2nd July 2018 for an initial 12-month period with the option to extend for a period of up to a maximum of 12 months. Any call off contract placed under the Framework will have a maximum initial period of 24 months, with up to two extensions allowed, each of no more than 12 months.
- 3.4 The Framework is a commercial agreement that allows UK public sector bodies to choose and purchase cloud computing services covering infrastructure, platform, software and specialist cloud services.

- 3.5 The supplier was identified in accordance with the Framework's selection process detailed below which identified one supplier who could meet the Council's requirements:

Search Criteria No	Search Criteria Detail	Resultant Suppliers
1	Dynamic scheduling	97
2	Monitoring	27
3	Analytics	17
4	Mobile app	1

- 3.6 The only supplier with a product meeting all these requirements was Totalmobile Ltd and the recommendation is made to award a Call off Contract following the direct award procedure under the Framework.

Implications of the Report

1. **Financial** – The financial status of Totalmobile Ltd was assessed which confirmed that the organisation satisfied the Council's requirements in relation to financial stability.
2. **HR & Organisational Development** – No TUPE implications for the Council have arisen or are anticipated.
3. **Community/Council Planning –**
 - Building strong, safe and resilient communities –
 - This service will help Care at Home staff to deliver a high standard of care to service users in their own homes.
 - Tackling inequality, ensuring opportunities for all –
 - The provision of this service will support the Care at Home Service to deliver care and support to vulnerable service users who otherwise could not remain at home.
4. **Legal** - This procurement was carried out in accordance with the Framework requirements and the Council's Standing Orders Relating to Contracts for an above EU Procedure for Services and using an existing Framework Agreement.

5. **Property/Assets** – None.
6. **Information Technology** - The outcome and delivery of this contract will ensure alignment with the Council's ICT strategy.
7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** - There are no health and safety implications associated with the award of the contract.
9. **Procurement** – The procurement procedure outlined within this report ensure that the Council meets its statutory requirements in respect of the EU regulatory requirements, the Council's Standing Orders Relating to Contracts and the Council's Financial Regulations.
10. **Risk** – Totalmobile Ltd will be required to provide copies of their insurance certificates which will be reviewed by the Council's Risk Manager.
11. **Privacy Impact** – Totalmobile Ltd will be required to conform and agree to the parameters of Data Protection and GDPR as noted within the call off agreement under the Framework.
12. **Cosla Policy Position** – None.

List of Background Papers

none

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