

To: Finance, Resources and Customer Service Policy Board

On: 30th March 2023

Report by: The Chief Executive and the Director of Finance and Resources

Heading: Contract Award: Provision of a Care at Home Scheduling System

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 for the Provision of a Care at Home Scheduling System (RC-CPU-22-285) to TotalMobile Limited.
 - 1.2 The recommendation to award the Contract (a Call-Off Contract) follows a procurement exercise conducted in accordance with Schedule 5: Award Procedure and the Customer Guidance issued for Lots 1-3 of the Crown Commercial Services G-Cloud 13 Framework Agreement RM1557.13 and the Council's Standing Orders Relating to Contracts.
 - 1.3 A Contract Strategy was prepared by the Corporate Procurement Unit and approved by the Head of Digital, Transformation and Customer Services and the Strategic Commercial and Procurement Manager.
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2. Recommendations

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

- 2.1 Authorise the Head of Corporate Governance to award a Call-Off Contract for the Provision of a Care at Home Scheduling System (RC-CPU-22-285) to TotalMobile Limited in accordance with the award procedure under Crown Commercial Services G-Cloud 13 Framework Agreement RM1557.13.
 - 2.2 Authorise a maximum Call-Off contract value of up to £1,447,056 excluding VAT (an annual contract value of £361,764 excluding VAT).
 - 2.3 Note the Call-Off Term is three years with the Council having the option to extend the service (Extension Period) for up to 12 months. The proposed Call-Off start date is the 29th April 2023, the actual date will be formally confirmed in the Crown Commercial Services G-Cloud 13 Framework Agreement RM1557.13 Order Form.
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3. **Background**

- 3.1 The Council has a requirement for a contract to replace the current Software as a service (SaaS) contract for a Care at Home scheduling system which will expire on 28th April 2023 provided by TotalMobile Limited. The system is used by Renfrewshire Health and Social Care Partnership (RHSCP). The Care at Home scheduling system provides scheduling, visit verification, wellbeing measurement, safeguarding and information sharing.
- 3.2 The Council identified the Crown Commercial Services G-Cloud 13 Framework Agreement RM1557.13 (the Framework) as a suitable route to market. The Framework consists of 3 Lots and Lot 2 of this Framework offers a suite of cloud provisioned software and associated services including services for Social Care systems.
- 3.3 Following the Framework Award Procedure (Schedule 5) and the Crown Commercial Services RM1557.13 G-Cloud 13 Lots 1-3 Customer Guidance Buying Process the Council followed the Step process and search terms. At Step 3 – longlist to shortlist it was found that only one supplier provided an offering which was suitable against the high level and further filtered short list requirements.

The filters used are detailed below -:

Filters	List of Filters Used	Description of Filters Used	Search Result (Suppliers)
1	Care at Home	The primary purpose of the system is to support Care at Home services to manage scheduling and overall management of the Care at Home Service.	155
2	Reablement	The system must support activity associated to vulnerable people across Renfrewshire, particularly monitoring of Reablement, producing analysis reporting which allows the monitoring and review of ongoing service provision	1

- 3.4 Following Steps 1-3 the offering provided under the Framework by TotalMobile Limited has been evaluated by council officers and officers from the RHSCP against the Service Description from TotalMobile Limited available on the Contract Award Service, the hosting platform from the Framework. The offering was identified by council officers and officers from the RHSCP as meeting the services required in the Council's statement of requirements therefore the council is able to progress to make a direct award under the Crown Commercial Services G-Cloud 13 Framework Agreement RM1557.13.
- 3.5 Community benefits were requested as part of the Call-Off Contract, TotalMobile Limited will confirm the community benefits in the Call-Off Contract Order Form.

Implications of the Report

1. **Financial** – Costs in respect of this Contract will be funded by the ICT Revenue budget, additional licenses and functionality will be funded by the RHSCP.
2. **HR & Organisational Development** – No TUPE implications.
3. **Community/Council Planning** –
 - Working together to improve outcomes – this contract will support the Council to continue to provide the services required to the residents of Renfrewshire.

4. **Legal** - The procurement was carried out in accordance with Schedule 5: Award Procedure and Customer Guidance issued for Lots 1-3 of the Crown Commercial Services G Cloud 13 Framework Agreement RM1577.13 and the Council's Standing Orders Relating to Contracts. The Framework allows for Suppliers Terms to form part of this Call-off Contract.
5. **Property/Assets** - None
6. **Information Technology** – This contract will ensure continuation of the council's Care at Home scheduling system, operating as a SaaS.
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 this contract.
9. **Procurement** - The procurement procedure outlined within this report ensures that the Council meets its statutory requirements in respect of procurement procedures, efficiency and modern Government
10. **Risk** – The insurance held by TotalMobile Limited are assessed as part of their appointment on to the Framework and will be reviewed by the council's risk team.
11. **Privacy Impact** – TotalMobile Limited are required to adhere to the Framework conditions and Call-Off terms which includes provisions for Data Protection and GDPR and will also be reviewed by the Council's Information Governance team as part of the award process.
12. **Cosla Policy Position** – No Cosla Policy Position implications have arisen or are anticipated.
13. **Climate Risk** – The level of impact associated with provision of this service has been assessed using the Scottish Government Sustainability Test and is considered to be low risk.

Author: Alexandra Donaldson, Strategic Commercial Category Manager,
Corporate Procurement Unit, Alexandra.donaldson@renfrewshire.gov.uk