Scotland Excel

To: **Executive Sub-Committee**

On: **29 January 2021**

Report by:
Chief Executive of Scotland Excel

Tender: **The Supply and Delivery of Social Care Case Management Solutions Software**

Schedule: **1420**

Period: **15 February 2021 until 14 February 2025**

1.   Introduction and Background

This recommendation is for the award of Scotland Excel's collaborative framework for the Supply of a Social Care Case Management Solutions Software which framework will operate for a period of four years, commencing from the framework commencement date, which is anticipated to be 15 February 2021, and will be confirmed on award.

The project to consider a collaborative approach to procuring a renewed Social Care Case Management system was identified by the Scottish Local Government Digital Office in conjunction with Scotland Excel.

The requirement for this procurement has been identified through consultation with commodity User Intelligence Groups (UIGs). This presents an opportunity for Scotland Excel to provide national collaborative solutions which will drive value through the consolidation of spend, whilst alleviating the resource challenge associated with this type of procurement exercise for local authorities.

All solutions offered will be compliant with the National Cyber Security Centre's "Cloud Security Principles" to ensure maximum data information security and on-going protection.

The framework was advertised at an estimated maximum value of £28 million over the four-year period, and this report summarises the outcome of the procurement process.

2. Scope, Participation and Spend

As part of the strategy development, the User Intelligence Group (UIG) and technical panel approved an open procedure consisting of three lots as summarised in Table 1.

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Table 1: Lotting Structure

Lot Number	Description
Lot 1	Social Care System Solution installed on a Council's on-premise datacentre or Council's third-party datacentre.
Lot 2	Social Care System Solution hosted on a service provider's datacentre or service provider's third-party datacentre.
Lot 3	Social Care System provided as Software as a Service (SaaS)

The framework will allow councils to call off directly or use a mini competition process if required under all lots.

There are currently a number of councils that have established project teams to review current processes and procedures involved in social care service delivery. These councils anticipate that a new case management system will be an integral component to support and deliver improved ways of working.

During the evaluation process for this framework, nine councils have expressed an interest in participating in the framework. It is anticipated that a further eleven Councils may consider a replacement social care system during the lifetime of the framework and will include this as one of their procurement options.

3. Procurement Process

This opportunity was previously taken to market during 2019, however it was withdrawn in order that improvements could be made to the procurement documents, which have been reflected in this exercise.

For this exercise, a Prior Information Notice (PIN) was published on 28 January 2020 with 42 companies expressing an interest in the opportunity. Market engagement had previously taken place to provide an understanding of the marketplace as well as existing solution roadmaps. Further engagement was

also undertaken with stakeholders including member councils as part of this tender exercise.

Consequently, the requirements specification was developed using a collaborative process with councils from small, medium and large authorities. A technical panel was formed, consisting of individuals from both IT and Social Services backgrounds.

To ensure maximum competition, an open tender process was used, and this was advertised on the Official Journal of the European Union and the Public Contracts Scotland portal on 29 October 2020. The tender process was conducted using the Public Contracts Scotland Tender (PCS-T) system.

The procurement exercise followed an open tender procedure to encourage maximum competition and participation. All service providers were evaluated against selection criteria using the European Single Procurement Document (ESPD) and the stated award criteria of:

- Technical   70%
- Commercial   30%

Within the technical section, service providers were required to evidence their knowledge and experience by responding to a number of technical areas. Details of the scored technical criteria and weightings are listed below in Table 2.

Table 2: Technical Scoring

Criteria	Lot 1 Weighting	Lot 2 Weighting	Lot 3 Weighting
System Characteristics	20	20	20
Cloud Security Principles	10	10	10
Processing Data	5	5	5
Implementation	10	10	10
Support & Maintenance	10	10	10
Exit Management	5	5	5
Community Benefits	10	10	10
TOTAL	**70**	**70**	**70**

The commercial section of the tender was worth a maximum of 30 marks for each lot.

Scotland Excel has taken cognisance of the current situation and impact during the tender exercise of the Coronavirus/COVID-19 outbreak. Balancing the current situation with the need to provide a route to market for councils seeking software solutions for Social Work Case management systems, and considering those council projects that may require to proceed throughout this time, Scotland Excel determined it was appropriate to undertake the tender exercise and to recommend the establishment of this framework.

Report on Offers Received

The tender document was accessed by 37 organisations with 7 of those submitting an offer before the closing date.

A summary of offers received from service providers and their SME status is outlined within Appendix 1 of the report.

Based on the criteria and scoring methodology set out in the tender document, a full evaluation of the offers received was carried out. Appendix 2 outlines the scoring achieved by each bidder, of which five are recommended for award across three lots.

4.   Recommendations

Based on the evaluation undertaken, and in line with the criteria and weightings set out above, it is recommended that a multi supplier framework is awarded to five service providers across the lots outlined in Appendix 2.

These five recommended service providers offer nationwide coverage under the framework with four being classed as SME status of medium and one as small.

These service providers offer the solutions and services required by local authorities in accordance with the published requirements. They offer the most economically advantageous tenders in terms of the advertised award criteria.

5.   Benefits

Savings

Benchmarking has not been possible within this procurement exercise as this is a first-generation framework, and current contractual information is not fully known. This has also been impacted by the different versions of systems involved, different customisations resulting in additional maintenance charging

and the fact that some systems are currently developed by council ICT staff. As such, it is anticipated that a key benefit of this framework will be the ability to facilitate more effective like-for-like comparisons across councils to enable savings identification and realisation.

Price Stability

Social Care Case Management Solutions Software comprise a number of one-time services; these include right to use licences, configuration, delivery, implementation, knowledge transfer and training, the pricing for which is fixed for the lifetime of the framework. Annual recurring costs cover support and maintenance of the system including upgrades, patches and any appropriate bug fixes, which are fixed for an initial 12-month period. Thereafter an application for a price variation may be submitted by service providers only once every 12 months, based on evidenced information and in line with Consumer Price Index (CPI).

Community Benefits

Service providers were asked to commit to the delivery of community benefit initiatives, per local authority, against pre-agreed spend threshold levels outlined within the community benefits method statement. The benefits aim to be reflective of the National Indicators outlined within the Scottish Government's National Performance framework, and their underlying vision and goals. Local authorities will accrue community benefit points based on their level of spend with a service provider. Accrued points correlate to a benefit that the local authority can elect to receive at any given point throughout the lifetime of the framework. All service providers have committed to delivering these benefits.

Within the published tender documents, service providers were given a list of indicative community benefits that could be agreed with local authorities. These included :

- Improve the skill profile of the population
- Increase the proportion of young people in learning, training or work
- Increase the proportion of graduates in positive destinations
- Improve people's perceptions of the quality of public services
- Improve support for people with care needs
- Improve the quality of the healthcare experience

Scotland Excel will support delivery of these commitments during the lifetime of the framework and this will also be reported through ongoing contract management returns. Results reported on community benefits will be disseminated to councils on a bi-annual basis.

Fair work Practice including Real Living Wage

Scotland Excel recognises the importance of fair work practices in the delivery of effective public services. Within the invitation to tender, tenderers were required to detail their approach to fair work practices which included: payment of the Real Living Wage; supporting a fair pay policy; improving wider diversity of staff; avoiding exploitative employment practices, such as no inappropriate use of zero hours contracts; and improving the learning and development of staff.

Appendix 3 shows a breakdown of responses received from tenderers on their approach to fair work practices and their position on the payment of the Real Living Wage.

Scotland Excel will monitor the status with all awarded service providers during the lifetime of the framework.

6. **Contract Mobilisation and Management**

As part of the mobilisation process, all service providers will be invited to a contract mobilisation meeting to outline the operation of the framework. This will include roles and responsibilities, management information requirements and community benefits reporting. Service providers and participating councils will be issued with a mobilisation pack containing all required details which will enable them to utilise the framework.

In accordance with Scotland Excel's established contract and supplier management programme, in terms of risk and spend as detailed in Appendix 4, this framework has been classified as a category B framework.

As such, Scotland Excel will review the framework with the service providers as appropriate, whilst monitoring management information and community benefits associated with this framework. Additionally, Scotland Excel will ensure that service providers are aware of the wider Scottish Government Health & Social Care strategic direction and assist in the communication of supplier technical roadmap changes to councils.

All meetings will be held in accordance with relevant health and safety/social distancing requirements and/or may be undertaken using electronic means.

Supplier performance will be monitored by the contract supplier management process where surveys will be issued to councils for feedback on elements of the framework such as quality and service. This feedback will form the basis of

contract management meetings with service providers, who will be able to review the feedback and if required initiate an improvement programme.

7. Summary

This framework aims to maximise collaboration, consolidate demand and deliver best value. It will provide a platform to improve the digital capability for health and social care professionals involved in the direct delivery of care – to be able to safely and securely access, update and share relevant information. Citizens will be able to access and update information about their health and wellbeing, including their records and to interact with services.

The Executive Sub Committee is requested to approve the recommendation to award this framework to the service providers recommended for award as detailed within Appendix 2 (Scoring and Recommendations).

Appendix 1 – List of Tenderers with SME Status

Tenderer's Name	SME Status	Location	Lots Tendered	Lots Awarded
Advanced Health and Care Limited	Medium	Berkshire	1,2,3	1,2,3
Azeus UK Limited	Small	London	1,2,3	1,2,3
Liquidlogic Limited	Medium	Leeds	1,2,3	1,2,3
OLM Systems Limited	Medium	Teddington	1,2,3	1,2,3
Oxford Computer Consultants Limited	Medium	Oxford	2,3	N/A
Servelec Social Care Limited	Medium	Sheffield	1,2,3	1,2,3
UAB Money Flow	Small	Lithuania	1,2,3	N/A

Appendix 2 - Scoring and Recommendations

Lot1

Service Provider	Score	Awarded
Liquidlogic Limited	85.73	Yes
Advanced Health and Care Limited	82.10	Yes
Servelec Social Care Limited	77.92	Yes
Azeus UK Limited	71.91	Yes
OLM Systems Limited	68.95	Yes
UAB Money Flow	38.13	No

Lot2

Service Provider	Score	Awarded
Liquidlogic Limited	89.62	Yes
OLM Systems Limited	87.11	Yes
Advanced Health and Care Limited	82.10	Yes
Servelec Social Care Limited	81.50	Yes
Azeus UK Limited	76.54	Yes
UAB Money Flow	38.89	No
Oxford Computer Consultants Limited	8.59	No

Lot3

Service Provider	Score	Awarded
OLM Systems Limited	89.28	Yes
Servelec Social Care Limited	86.41	Yes
Advanced Health and Care Limited	82.10	Yes
Liquidlogic Limited	80.89	Yes
Azeus UK Limited	78.40	Yes
UAB Money Flow	19.34	No
Oxford Computer Consultants Limited	-3.97	No

Appendix 3 - List of Recommended Service providers with Living Wage Status

Tenderer	Accredited Living Wage Employer.	Currently progressing through Real Living Wage accreditation process.	Not an accredited but commit to accreditation over the first two years.	Not an accredited Living Wage Employer but pay the Living Wage to all employees (except volunteers, apprentices and interns).	Neither accredited nor paying Real Living Wage but commit to this for all employees over the first 2 years.	Neither accredited nor paying Real Living Wage.
Advanced Health and Care Limited				Yes		
Azeus UK Limited				Yes		
Liquidlogic Limited				Yes		
OLM Systems Limited				Yes		
Servelec Social Care Limited				Yes		

Appendix 4 – Segmentation classifications

1420 Social Care Case Management Solutions Software is classified as level B

There are five segmentation classifications and these classifications are rated from Class A to Class E.   Each classification has contract and supplier management activities associated with it based on pre-determined weighted criteria.

Class A
Due to the unique and bespoke nature of the frameworks that fall within this class, a contract management plan to be developed and agreed with CSG.

Class B
Quarterly supplier contact, six monthly surveys, annual UIG, frequent support to councils, suppliers and external stakeholders requiring high level of procurement expertise, extensive contract monitoring.

Class C
Six monthly supplier contact, six monthly to annual surveys, annual UIG, regular support to councils, suppliers and external stakeholders requiring procurement expertise, high contract monitoring.

Class D
Annual supplier contact, annual surveys, optional annual UIG, ad-hoc support to councils, suppliers and external stakeholders potentially requiring procurement expertise, regular contract monitoring.

Class E
Annual supplier contact (if required), optional annual surveys, no requirement for annual UIG, straightforward ad-hoc support to councils, suppliers and potentially requiring procurement assistance, basic contract monitoring.