



**To: Finance, Resources and Customer Services Policy Board**

**On: 31 January 2018**

---

**Report by: Joint Report by The Chief Executive and the Chief Officer of Renfrewshire Health and Social Care Partnership and the Director of Childrens Services**

**Heading: SWIFT Social Work System**

---

## **1. Summary**

- 1.1 The purpose of this report is to request delegated authority from the Finance, Resources and Customer Services Policy Board to award a future contract to OLM Systems Ltd to undertake a contract for the support and delivery of the SWIFT Social Work System when the existing contract expires on 31 March 2018.
  - 1.2 This negotiated procurement exercise has been undertaken in accordance with Regulation 33(1)(b)(ii) and (iii) of the Public Contracts (Scotland) Regulations 2015 and the Council's Standing Orders Relating to Contracts.
  - 1.3 A Request to Negotiate was signed by the Strategic Procurement Manager on 10th January 2018.
-

## **2. Recommendations**

- 2.1 It is recommended that the Finance, Resources and Customer Services Policy Board:
- 2.1.1 Approve that delegated authority be given to The Head of Policy and Commissioning and the Director of Children's Services to award the contract for SWIFT Social Work System to OLM Systems Ltd subject to formal agreement of the relevant terms and for the Head of Corporate Governance to issue the award in accordance with Standing Orders relating to Contract;
  - 2.1.2 Note the anticipated duration of this contract will be three years; and
  - 2.1.3 Note the overall Contract value will be no more than £450,000 excluding VAT. This value is inclusive of £240,000 for support and maintenance and a potential £210,000 for hosting services should the council agree to OLM Systems Ltd hosting the system.
- 

## **3. Background**

- 3.1 The Council procured and purchased the current SWIFT Social Work System in 2000 (implemented in 2001) from Sheridan Systems Ltd which was then assigned to Anite Public Section and subsequently assigned, provided, supported, upgraded and maintained by Northgate Public Services (UK) Limited (NPS).
- 3.2 On 1 June 2017 NPS social work business, including SWIFT Systems was acquired by OLM Systems Ltd and under the terms of the NPS contract it was assigned to OLM Systems Ltd.
- 3.3 The SWIFT system is used for management of the majority of social care records and due to the technical and licensing requirements the Council requires renewal of the support and maintenance with OLM Systems Ltd as the application, SWIFT, is a critical and key application for all Social Work services delivered by the Council and for those services also delivered by Renfrewshire Health and Social Care Partnership.
- 3.4 The longer term plan is to investigate the options available in the open market which may be capable of meeting the current and future business needs. An internal multi discipline design team has been formed to develop a business requirements document and undertake detailed market research. This is a complex project which will require sufficient time to fully develop a propose approach and allow suitable time for implementation of any new system. On this basis the Services have identified and recommended that a three year negotiated contract is required to ensure continuity of service during the development process.

3.5 The Basis of this request and negotiation is based on the fact that the licence to use the SWIFT system is owned by OLM Systems Limited and therefore use of this Key system requires agreement with OLM Systems Limited. It is also recognised that due to the technical complexity of the system and the critical and key role it plays in the recording of social care information for technical reasons it is not possible to withdraw from the system without adverse effects on the ability to provide key services as there is currently no alternative arrangements covering all areas. These requirements have been considered in terms of The Public Contracts (Scotland) Regulations 2015, Regulation 33 (1) (b) (ii) and (iii):

33.—(1) A contracting authority may award a public contract following negotiated procedure without prior publication of a contract notice or prior information notice in any of the following cases—

(a)...;

(b)where the works, supplies or services can be supplied only by a particular economic operator for any of the following reasons—

(i)...;

(ii)competition is absent for technical reasons;

(iii)the protection of exclusive rights, including intellectual property rights, but only, in the case of paragraphs (ii) and (iii), where no reasonable alternative or substitute exists and the absence of competition is not the result of an artificial narrowing down of the parameters of the procurement.

---

## Implications of the Report

### 1. Financial

The financial stability of OLM Systems Ltd has been assessed and meets the requirement set out by the Council

### 2. HR & Organisational Development

No TUPE implications are expected to arise via this contract

### 3. Community Planning

None

4. **Legal**

The negotiated contract was agreed in accordance with The Public Contracts (Scotland) Regulations 2015, Regulation 33 (1) (b) (ii) and (iii) and the Councils Standing Orders Relating to Contracts.

5. **Property Assets**

None

6. **Information Technology**

No Information Technology implications are anticipated.

7. **Equality 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.

8. **Health & Safety**

There are no health and safety implications associated with the award of the contract

9. **Procurement**

The negotiated contract was agreed in accordance with The Public Contracts (Scotland) Regulations 2015, Regulation 33 (1) (b) (ii) and (iii) and the Councils Standing Orders Relating to Contracts.

10. **Risk**

OLM Systems Ltd insurances were evaluated and were deemed to meet the minimum requirements as part of the assignation process.

11. **Privacy Impact**

It is anticipated that a Privacy Impact Assessment will be required and a Data Processor agreement will be signed.

12. **Cosla Policy Position**

No Cosla Policy Position implications have arisen or are anticipated.

---

## List of background papers

(a) None

---

**Author:** *Craig Laughlan, Strategic Commercial and Category Manager, ICT, Tel. 0141 618 7047*