

**PROCUREMENT OF CHILDREN’S SOCIAL CARE CASEWORK MANAGEMENT SYSTEM
(KNOWN AS “LIQUIDLOGIC”) SUPPORT AND MAINTENANCE CONTRACT**

Cabinet	13 November 2019
Finance and Change	Cllr Lynden Stowe
Key Decision	Yes
Background Papers	n/a
Location/Contact for inspection of Background Documents	n/a
Main Consultees	Children’s Services, Legal, Procurement, Finance
Planned Dates	New contract to be awarded by the end of March 2020 to meet the next cycle of service provision to Children’s Social Care.
Divisional Councillor	All
Officer	Mandy Quayle, Director of People Tel: 01452 324303 Email: mandy.quayle@gloucestershire.gov.uk
Purpose of Report	To seek Cabinet approval to procure a new contract in respect of support and maintenance of the product known as the “Liquidlogic Children’s Social Care Casework Management System” when the current contract for such software support expires in March 2020.
Recommendations	That Cabinet delegates authority to the Director of People, in consultation with the Cabinet Member Finance and Change, to: <p>(1) Conduct a procurement process, using a Crown Commercial Service framework agreement (RM3821), for the award of a three-year software support and maintenance call-off contract in respect of the product known as the “Liquidlogic” Children’s Social Care Casework Management System”. The proposed contract will include an option to extend its term by up to two further years.</p> <p>2) Award such call off contract to the supplier evaluated as in accordance with the terms of the said CCS Framework (RM3821).</p> <p>3) Review the current Liquidlogic components on an annual basis to confirm whether all components continue to be required by the council and if any can be removed under the framework’s change control mechanism.</p>

<p>Reasons for Recommendations</p>	<p>The council’s current support and maintenance contract in respect of the product known as the “Liquidlogic” Children’s Social Care Casework Management System” will end in March 2020. The Council is continuing to use Liquidlogic and therefore will continue to require these services which ensure that the system is up to date and able to meet statutory requirements.</p> <p>A direct award of this contract is the only viable option available to the council for the reasons set out in section 4 of this report.</p> <p>Legal Services and the Strategic Procurement team have advised that this is a legally compliant route to procure this contract.</p>
<p>Resource Implications</p>	<p>The estimated total value for the support and maintenance contract in respect of the product known as the “Liquidlogic” Children’s Social Care Casework Management System” is not more than £200,000 per annum. Accordingly, the total value of the contract over a maximum of 5 years will be not more than £1,000,000.</p> <p>The funding is already within the base budget.</p>

MAIN REPORT CONTENTS

1. Background

Gloucestershire County Council (GCC) is required to fulfil a range of statutory social care functions which meet the needs of children, young people and families across the county. In order to do so, it is necessary to have a well-maintained casework management system in place.

The “Liquidlogic” Children’s Social Care Casework Management System is used by the council across Social Care and Early Help and consists of the following modules:

- LCS Support & Maintenance
- LCS BOU Support & Maintenance
- LCS API Support & Maintenance
- LCS Workspaces Support & Maintenance
- LCS & Foster Care Interface Support & Maintenance
- EHM Support & Maintenance
- EHM BOU Support & Maintenance
- LCS Person Load
- LCS Additional User License Support & Maintenance
- Children's Portal Support & Maintenance
- Professional Portal Support & Maintenance
- Single View Support & Maintenance
- Troubled Families Workspace Support & Maintenance
- Troubled Families Updated Data Warehouse Support & Maintenance
- Mobile App S&M
- Additional Site License
- General Legal Workspace S&M
- General CSE Workspace S&M
- 35 Day Service Pack (system enhancements and on-site support) X2

As part of the existing software supplier maintenance and software agreement, Liquidlogic charge GCC an annual maintenance fee to support the system and to provide patches and upgrades. This is funded through the existing base budget of the ICT Revenues budget. This ensures that the software is maintained and improved to meet changing needs and processes which can result from new legislation and/or requirements from the Department for Education. The council’s current support contract for Children’s Liquidlogic will expire in March 2020.

4. Options

There are three options:

- a) Option A: To procure a new support and maintenance contract in respect of Liquidlogic that will enable the council to continue to receive support and maintenance for the system. The exercise of this option will allow the Council to continue to operate its current ICT system to support the full range of statutory functions within Children's services.
- b) Option B: Allow the current maintenance and support contract to cease and provide in-house maintenance of both systems. The Council does not have the in-house skills to undertake this work and would no longer be able to access new releases and patches from Liquidlogic.
- c) Option C: To no longer use Liquidlogic and for the Council to develop its own application (similar to the current Casework Management system 'ERIC' for Adult's Social Care), to procure an alternative system or rely on a system which would require more manual intervention and as a result more staff resources.

Officers' recommended option is Option A as this will enable the Council to continue to support the Social Care sector within GCC with their Information Management System requirements. The Council needs to ensure robust ICT systems are in place to manage all aspects of these critical areas of business within Children's Social Care. The Council or third-party providers do not have access to the source codes necessary to maintain the current Liquidlogic systems. The Developers (owners) of the Liquidlogic systems maintain the software for the database and are the only supplier of maintenance, patches and development available and able to carry out this function.

5. Risk Assessment

Corporate and Service Level Risks

Without specialist ICT system maintenance in respect of the council's current Liquidlogic Casework Management systems, the Council is at increased risk of a critical system failure, with consequential risks including:

- Inability for the Council to carry out a wide range of statutory functions, including the safeguarding and care of children;
- The Council would not meet the required standards for access to the public services network (PSN) and could be cut off from wider government systems under the PSN code of connection;

- The Council would have unsupported data systems and be at higher risk of potential data loss resulting in an increased likelihood of fines from the Information Commissioner;
- The Council would be at increased risk of cyber security attacks;
- Reputational risk both locally and nationally.

Failure to provide well maintained ICT data systems would put the Council at high risk not being able to fulfil its statutory duties across Children's Services. The number of different components within Liquidlogic systems highlights the complexity of the solution. A replacement project for Children's Social Care would take three years from inception to 'go live' so this is not an option. The current solution meets our requirements and was a major factor in Adult Social Care's decision to procure Liquidlogic's Adult's offering.

6. Consultation Feedback

n/a

7. Equalities Considerations

The procurement of this Children's Social Care Casework Management Software does not have an impact on equalities. It does however aid the Council with data collection, monitoring and reporting on different characteristics that are of interest to the Council in considering matters of equality and protected groups.

8. Performance Management/Follow-up

Face to face meetings with the assigned Account Manager from Liquidlogic are scheduled every four months and regular phone and email contact is maintained outside of these meetings. It is the responsibility of the Team Leader for ICT Service Application Support team to maintain that contact as per monitoring and system support requirements within the contract.

Report Title	Procurement of Children’s Social Care Casework Management System (known as “Liquidlogic”) support and maintenance contract
Statutory Authority	Local Government Act 1972 to procure the contracts and the Local Authority Goods and Services Act 1970 to provide services to Children and Families.
Relevant County Council policy	There is no particular policy but the service does help the Council meet various statutory monitoring & reporting obligations relating to Children’s Social Care.
Sustainability checklist:	
Partnerships	N/A
Decision Making and Involvement	
Economy and Employment	N/A
Caring for people	Helps support front line employees that deliver Social Care Services to Gloucestershire children and families.
Built Environment	N/A
Natural Environment’ including Ecology (Biodiversity)	N/A
Education and Information	N/A
Tackling Climate Change	N/A
Due Regard Statement	Has a Due Regard Statement been completed? No
Human rights Implications	N/A
Consultation Arrangements	Strategic Procurement Services Head of Commissioning for Learning Integrated Systems Programme Legal Services Finance