

Executive Decision Making by an Officer with Delegated Powers

Decision to be taken by: Sarah Scott, Executive Director of Adult Social Care, Wellbeing and Communities

Report title: Extension and Assignment of Adult Social Care System Contracts.

<p>The decision</p>	<p>Following the acquisition of Oxford Computer Consultants Limited by Liquid Logic Ltd:</p> <p>To assign the contract with Oxford Computer Consultants Limited (OCC) for the ContrOCC system to Liquidlogic Ltd.</p> <p>Following consideration of the extension options under the current contracts forming the Adult Social Care System</p> <p>To review and extend the contract with Liquidlogic Ltd for the supply of software support and maintenance services for the Adult Social Care Case Management System. The extension term shall continue for a period of 1 year from 26th March 2024 – 25th March 2025.</p> <p>To review and extend, by way of a variation, the contract with Liquidlogic Ltd software support and maintenance services for the Contract with Oxford Computer Consultants (OCC). The extension term shall continue for a period of 1 year from 26th March 2024 – 25th March 2025.</p>
<p>Background documents</p>	<ul style="list-style-type: none"> • Previous decision for the Procurement of a new case Management System for Adult Social Care (2017) Procurement of a new Case Management System for Adult Social Care • Previous decision for the direct contract award to ContrOCC (2020) Decision - Adult Social Care OCC Systems Contract (Direct Award) (gloucestershire.gov.uk) • Previous decision for the Award of Children’s and Adults services system (Hosted (2022) Decision - Award of Childrens and Adults services system (Hosted) (gloucestershire.gov.uk) • Previous decision to procure Marketplace E-Brokerage (2022) (available upon request)
<p>Reasons for the decision</p>	<p>Oxford Computing Consultants (OCC) were wholly purchased by Liquidlogic in 2023. As a result OCC have integrated into the System C Group. GCC have received a written request to assign the OCC contract to Liquidlogic.</p>

	<p>The Council's current support and maintenance contracts in respect of the products known as:-</p> <ul style="list-style-type: none"> • The "Liquidlogic" Adult's Social Care Case Management System" • The ContrOCC Adults Financial System <p>Will, if not otherwise extended in accordance with the extension options, end in March 2024.</p> <p>The Council is continuing to use the Liquidlogic Adults System (LAS) and ContrOCC Modules and therefore will continue to require these services which ensure that the systems are up to date and able to meet statutory requirements.</p> <p>It is therefore the recommendation that the contracts are extended in order to maintain an operational IT system critical to the delivery of statutory services. Because the contract for the ContrOCC Modules includes a two year fixed year extension, a deed of variation will be concluded to align the term of the ContrOCC Modules with the LAS contract.</p> <p>There is a wider piece of work being undertaken to procure new contract(s) across Adult's and Children's Services with a view to having one contract to cover all systems managed by ICT in place by March 2025.</p> <p>Children's Services will also be following the necessary governance route to extend their Case Management System contract for the Liquidlogic Children's System.</p>
<p>Resource implications</p>	<p>The one-year contract extensions are for ongoing annual software and maintenance of the existing systems, to ensure they are still supported and GCC still receives the system upgrades required to meet our statutory responsibilities. These are revenue costs paid for from the Care Act Budget.</p> <p>Total expected costs of extending both contracts for 2024/25 is £247,756.51</p>
<p>Who has been consulted?</p>	<p>Consultation has been had with the following.</p> <ul style="list-style-type: none"> • Governance of Adults Processes and Systems (GAPS) Board • Strategic Finance • Strategic Procurement • Digital and ICT Service • Director of Adult Social Care Operations • Legal Services • Director of People and Digital Services • Director of Quality, Performance and Strategy, Adult Social Care

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| | <ul style="list-style-type: none">• Assistant Director of Digital and ICT• Strategic Lead for Adult Social Care Transformation |
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What were their comments?

All were in agreement with the decision.

Background/Context

Gloucestershire County Council (GCC) is required to fulfil a range of statutory social care functions which meet the needs of adults across the county. In order to do so, it is necessary to have a well-maintained information management system.

Since 2021, Adults Social Care utilise the LiquidLogic Adults case management information system to support the execution of the service responsibilities. A support and maintenance contract is in place to ensure that these systems are maintained and developed in line with service and legal requirements, this contract is active until the 25th March 2024 and had two optional 1 year extensions, in addition to the initial 5 year term. We are seeking to take up the first option to extend by 1 year.

The Adults Liquid Logic case management system comprises of:-

- Liquid Logic Adults System (LAS) Data Warehouse Support and Maintenance
- Local Land and Property Gazetteer (LLPG) Integration Support and Maintenance
- Delegation Portal (Adults) Support and Maintenance
- Digital Shared Care Record Integration Support and Maintenance
- LAS Portal (Citizen) Support and Maintenance
- Sandpit Environment Support and Maintenance

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 Care Act budget. This ensures that the software is maintained and improved to meet changing needs and processes which can result from new legislation.

Since 2017, Adults Social Care utilise the ContrOCC Finance system and modules to support the execution of the service responsibilities. A support and maintenance contract is in place to ensure that these systems are maintained and developed in line with service and legal requirements, this contract is active until the 31st March 2024 and has an extension of 2 years. We are seeking to extend for 1 year via a variation.

The ContrOCC Finance system comprises of:-

- ContrOCC ICS Maintenance
- Directory and On-Line Financial Assessment (OFA) Maintenance
- MarketPlace Events Module Maintenance
- ContrOCC Provider Portal Maintenance
- MarketPlace Brokerage Adults

The current systems also have internal benefits for the service which contributes to the wider workforce in the Council which includes improved standards of capturing work and social care interventions which in turn has improved the standard of reporting functionality and consequently performance reports required by adults services. The current system is also integrated with other systems used by Council services and the interdependencies mean that a lapse in an extension will have an adverse impact on these systems and their functionalities.

The Council's Digital Strategy outlines the key role that well designed integrated systems play in transforming services. This need is driven by the need to use IT to enable Adults and Children's in their response to key regulatory and legislative drivers.

The effect of this decision will be to align the Liquidlogic and Oxford Computer Consultants contracts expiration dates to grant us the necessary time to procure a new service.

Alternative options considered and why they were rejected

Alternative options considered in relation to this decision and why they were rejected.

Option 1 - Do nothing - The Council requires a fully supported and maintained case management system to support Adults Social Care that is compliant with statutory requirements. Not extending the current support contract would put operational services of at risk. This is not an option.

Option 2 - Undertake Market Research / Re-procure - Research the market to see if there are other alternative 'off the shelf' products could fulfil the services requirements. The time, resources and costs required to undertake the market research and then implement these alternative systems would be significant and would increase the risk of service disruption as the new systems are developed and existing processes/procedure revised. Re-procuring via open competitive tender process for all the functionality provided by the incumbent supplier. This option is unsuitable and unviable for a one-year period when there is a legitimate extension provision available within the existing contracts.

Risk Analysis

Without specialist ICT system maintenance in respect of the Council's current LiquidLogic Casework Management system and ContrOCC Financial System and modules, 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 adults
- 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 case management system would put the Council at high risk not being able to fulfil its statutory duties across Adults Services. The number of different components within LiquidLogic systems highlights the complexity of the solution.

There is a wider piece of work being undertaken to procure new contract(s) across Adults and Children's Services with a view to having one contract to cover all systems managed by ICT in place by March 2025. If not in place this poses a risk.

Failure to provide well maintained finance case management system would put the Council at high risk not being able to fulfil its statutory duties across Adults Services.


Equalities considerations

The assignment/extensions of these contracts 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.

Equalities implications were considered as part of the original procurement and implementation process. This decision does not propose any change to current processing or recording.

There is no tangible impact on service users or workforce from implementing this contract change notice.

Has an Equality Impact Assessment been completed? No

<p>Has any conflict of interest been declared by any Cabinet Member consulted on the decision?</p> <p>If any conflict of interest declared, was a dispensation granted by the Audit and Governance Committee of the Council?</p>	<p>No</p> <p>Date of dispensation: N/A</p>
<p>Does this decision report form or any supporting papers provided contain confidential or exempt information?</p>	<p>No</p>
<p>Does this decision need to be published on the GCC website?</p>	<p>Yes</p>
<p>In coming to this decision, I have given due and full regard to the requirements of the Public Sector Equality Duty contained in section 149 of the Equality Act 2010 (“the Act”) by reference to the law itself.</p> <p>Having fully considered all available information, I have decided to reject any alternative options and take the recommended decision(s), for the reasons set out in this report.</p> <p>Signed: </p> <p>Name: Sarah Scott</p> <p>Title: Executive Director of Adult Social Care, Wellbeing and Communities</p>	
<p>Date: 09.05.2024</p>	
<p>Contact details for further information:</p> <p>Officer: Mat Jenkins – Adult Social Care Business Manager and Chair of Governance of Adults Systems and Processes (GAPS).</p> <p>Tel: 01452 324397</p> <p>Email: mat.jenkins@gloucestershire.gov.uk</p>	