

# Nottingham City Council Delegated Decision



**Nottingham**  
**City Council**

**Reference Number:**

4348

**Author:**

James Rhodes

**Department:**

Finance and Resources

**Contact:**

James Rhodes

(Job Title: Policy, Performance and Insight Manger, Email: james.rhodes@nottinghamcity.gov.uk, Phone: 0115 8765726)

**Subject:**

Adult and Children's Social Care Case Management System Retendering

**Total Value:**

£875,000 (Type: Revenue)

**Decision Being Taken:**

Agreement to use a catalogue award to the existing provider through the Crown Commercial Service (CCS) framework to award a 5 year contract with the option of a plus 2 years extension for the Adult and Children's Social Care Case Management System.

**Reasons for the Decision(s)**

Liquid Logic (LL) is the social care case management system which was brought in to replace the Care First system in 2015. Following a significant implementation period the system went live in May 2016 for Adult Social Care and October 2016 for Children's social care (inc. the Early Help module). ContrOCC is the integrated social care finance system which was procured at the same time as part of the LL contract. The two systems operate together to enable assessments to be completed and care packages commissioned for citizens. ContrOCC then interfaces with Oracle/Oracle Fusion to enable providers to be paid and citizens to be charged for services or paid their direct payment (where applicable).

The initial contract had a call off commencement date of 1st April 2015 and covered a 5 year period with the option to extend for 2 additional years. The 2 year extension was agreed in August 2019 and will expire on 31st March 2022. This will mark 7 years of the contractual relationship with Liquid Logic and there is no provision within the financial regulations to extend the contract further.

The implementation of Liquid Logic was a lengthy and comprehensively managed project which required significant one-off costs (Approx. £2million) in addition to the annual support and maintenance costs (approx. £125k per year). Thus undergoing a open market invitation to tender process or a further competition process through the 'Crown Commercial Service' (CCS) framework could potentially lead to a new provider and the need to initiate a significant implementation project with associated resources and costs that would negate any potential savings in relation to annual support and maintenance charges (inc. user licence fees etc). Thus the proposal is to use a catalogue award to the existing provider through the CCS framework.

A Catalogue Award can be carried out on the basis that the system relating to the new contract is intrinsically linked to software already supplied by LL. A clear statement of requirements will be developed to allow for comparison of service offers on the eMarketplace to ensure that we are in receipt of the best offer. Subject to a review of other offers on the eMarketplace, this option provides the best value for money as implementation of a new system will incur significant implementation costs in the region of £2million pounds based on the replacement of the previous system. An award of a 5 year contract (plus 2 year extension option) would take the contract to 31st March 2029 (marking a 14 yr contractual relationship with the existing provider). If we wished to potentially change provider in the future this work would need to commence in 2026 to allow time for the process (market testing, review of providers and 2years implementation time).

**Briefing notes documents:**

DDM for Information - Not for publication.docx

**Other Options Considered:**

**1. Open market invitation to tender process**  
 This would potentially entail a procurement of a new provider and so would require significant project resource to implement. Using the implementation of Liquid Logic as a basis for comparison, the likely implementation costs (in addition to S&M) would approx.. £2million and require 12 to 18 months implementation and dual running of the systems. This option would require dispensation from the financial regulations to allow enough time (at least another 2 years) for the tender process to complete and the implementation period. There does not appear to be a strong rationale based on quality and value of the existing system to warrant changing provider at this stage.

**2. A further competition through the 'Crown Commercial Service' (CCS) framework[1] with potential of a new provider**  
 Same implications as option 1.

**Background Papers:**

None

**Published Works:**

None

**Affected Wards:**

Citywide

**Colleague / Councillor Interests:**

None

**Consultations:**

Those not consulted are not directly affected by the decision.

**Crime and Disorder Implications:**

The system is crucial in safeguarding vulnerable adults and children. The systems supports the management of risk to vulnerable people.

**Equality:**

EIA not required. Reasons: The decision does not relate to a new service or function and has no impact on equalities.

**Any implications affecting IT:**

Yes

**Decision Type:**

Portfolio Holder

**Subject to Call In:**

Yes

**Call In Expiry date:**

26/08/2021

**Advice Sought:**

Legal, Finance, Procurement, IT

**Legal Advice:**

The direct award of a call off contract through the relevant CCS framework agreement would be a legitimate route to procuring the case management system provided that the CCS procedure for evaluation and award is fully adhered to. Use of an established framework agreement would also be in compliance with the Council's Contract Procedure Rules. Advice provided by Sarah O'Bradaigh (senior solicitor) on 05/08/2021.

**Finance Advice:**

This decision seeks approval to use a catalogue award to the existing provider of the Adult and Children's Social Care Case Management System through the Crown Commercial Service (CCS) framework. The approval seeks to award a 5 year contract with the option of 2 years extension.

The total value of this decision over the total 7 years is £0.875m which equates to £0.125m annually. The funding of this decision is from existing MTFP budget contained within Strategy & Policy in Finance & Resources so no financial pressure will result if this decision is implemented.

A Catalogue Award can be carried out on the basis that the system relating to the new contract is intrinsically linked to software already supplied the current supplier. Should a new supplier be used as a result of one of the alternative procurement methods then significant project resource and costs will be required over the 12-18 month implementation period of a new system. These costs are estimated to be £2.000m (in additional to the £125k support & maintenance cost in the dual running the systems). Value for money will still be assessed and gained via a clear statement of requirements that will be developed to allow for comparison of service offers on the eMarketplace.

As per the IT advice contained in this decision, the proposal to continue to use Liquid Logic for a further 5, possibly 7, years does mean that the system will be operated through a number of future hardware and software upgrades therefore potentially incurring costs beyond those identified within this decision. As these are unable to be identified at this stage, consideration of these is required with appropriate and adequate funding sought at the time that they become apparent.

Advice provided by Philip Gretton (Finance Analyst) on 28/07/2021.

**Procurement Advice:**

In order to achieve best value and carry out a compliant procurement the CCS Data and Application Solutions Framework has been identified as a suitable route to market. This will allow an evaluation exercise to take place of all offers on the e-marketplace under Lot 3c. If LiquidLogic are identified as the most economically advantageous offer (based on implementation time and costs and ongoing support and maintenance costs), the award can be carried out as a catalogue award due to the existing system under the current contract being intrinsically linked to what would be identified in the new contract. However, colleagues must be aware that changes to the terms or schedules are not permissible following this route.

Procurement will support the procurement process in this context to ensure a compliant process is followed. If it is determined that LiquidLogic does not offer the best solution for the Authority, a short contracting period would have to be considered with LiquidLogic whilst a tender exercise and period of implementation takes place.

Advice provided by Louise Dobson (Business Support) on 28/07/2021.

**IT Advice:**

The IT Service supports the proposal made within this delegated decision. The LiquidLogic system for social care does not present any particular concerns from a technological perspective and so continuing to use this product for an extended period eliminates the cost and risk associated with change. The system is operated 'on prem' based on Microsoft technologies which are consistent with Nottingham City Council's IT strategy and standards.

The proposal to continue to use Liquid Logic for a further 5, possibly 7, years does mean that the system will be operated through a number of future hardware and software upgrades. These will incur costs beyond those identified within this delegated decision which at this point have not been identified.

Advice provided by Paul J. Burrows (IT Change, Projects & Strategy Manager) on 19/07/2021.

**Signatures**

<b>Sam Webster (PH Finance and Resources)</b>
<b>SIGNED and Dated: 19/08/2021</b>
<b>Clive Heaphy (Corporate Director for Finance &amp; Resources)</b>
<b>SIGNED and Dated: 18/08/2021</b>