

Nottingham City Council Delegated Decision



Nottingham
City Council

Reference Number:

1908

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Department:

Children and Families

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Subject:

Two Year Extension of CM2000 'CallConfirmLive!' Contract

Total Value:

£400,000 (Type: Revenue)

Decision Being Taken:

Approval to extend the support and maintenance agreement for 'CallConfirmLive' for a further two years until January 2018, with the costs being met from the Adult Social Care Budget.

Since January 2012 the local authority has used the CM2000 solution 'CallConfirmLive!' (hereafter referred to as CM2000) to monitor the real-time provision of home-care services to citizens by external providers. The local authority Adult Social Care Provision Homecare Services also use the product to monitor real-time provision, and in addition to this, to schedule the delivery of services.

The current contract with CM2000 was procured via the ESPO Framework Contract 394, and has a standard length of four years, which expires in January 2016 (unless otherwise extended) . Whilst call-off contracts under a framework are normally only for a period of four years maximum, our current contract permits annual extensions beyond the four years and this has been confirmed by both the framework holders (ESPO) and by our legal department.

Due to a number of business drivers, outlined below, this paper proposes that the option within the contract to extend the support and maintenance agreement on a yearly basis until January 2018 is taken. This approach will minimise risk to the local authority in the provision of care and will provide best value for money.

1. Care at Home Framework

At present all providers on the Nottingham City Local authority 'Care At Home Framework' are required to use the CM2000 Monitoring system. This is the method by which the Strategic Commissioning Service monitor contract compliance for approximately 20 external providers, and by which the visit data is captured that enables the Fairer Charging and Finance teams to invoice citizens and pay providers.

The framework is due to end in December 2017 and stipulates the use of CM2000 by providers as a monitoring tool. Strategic Commissioning recommend that any re-tendering of the CM2000 system is held off until this date to minimise cost and disruption to citizens, the local authority and providers.

In order to comply with the framework many providers have had to connect their existing rostering systems to CM2000, they have also had to train staff in the use of the system and adapt their business processes to ensure that all invoicing and fairer charging returns are generated from CM2000. Providers and the local authority have also undertaken a communications campaign to ensure that citizens are aware of the practical implications of monitoring via CM2000 and the benefits it delivers. Based on the initial roll-out of CM2000, changing the required monitoring system half-way through the life of the framework may lead to a disruption in service delivery for citizens as providers have to spend approx 8-16 weeks moving over to the new system, retraining their staff and adapting their invoicing processes.

It is also likely that changing the required monitoring system half-way through the framework would make the local authority liable for at least a portion of the costs to providers of decommissioning the existing system and implementing the replacement, as they originally implemented CM2000 at the local authority's request as a requirement of the framework. Based on previous implementations these costs would be in the region of £40-60,000.

Starting a new tender process now, would also mean that any contract put into place with a monitoring system provider would be for a minimum of four years, and therefore would run beyond the length of the existing Care at Home Framework, committing the local authority to the use of a system into the next framework period.

It is proposed that the contract is extended until January 2018, enabling the local authority to begin a tendering process for a new monitoring system in 2017, so that any change of monitoring system can coincide with the implementation of a new framework. The new framework can then be structured to ensure that any costs of implementing a new electronic monitoring system are born by the providers, rather than the local authority. These costs can also be made fully transparent through the structure of the new framework so that providers understand the costs they are committing to when joining the framework.

2. Implementation of PDA Scheduling

The Adult Social Care Provision Homecare Service have currently identified a set of service delivery benefits that can be achieved through investment of approximately £348,000 in mobile telephone (rather than landline) visit monitoring and scheduling via the CM2000 system. The separate Delegated Decision 'Adult Provision and Health Integration, Purchase of CM2000 Smartphone, Opticare and CMBI Reporting modules' outlines the proposed investment and its benefits in further detail.

Extending the contract with CM2000 for a further two years will allow the department to reap the benefits of this investment. If a decision is made to tender for a new electronic monitoring system in 2016, this will likely cause delay and disruption to the proposed implementation of PDA scheduling until a long-term electronic monitoring system provider is awarded and the system implemented, delaying the realisation of the expected benefits.

3. Social Care Systems Upgrade

There is currently a tendering exercise underway for a replacement case management system for children and adults social care services, which is a major element of both the Adult Transformation Programme and the Children's Transformation Programme. This exercise will use many of the same resources that would be required for the tendering and implementation of a new electronic monitoring system. The internal user-base of the two systems is also made up of the same sets of colleagues. Undertaking concurrent tendering and implementation exercises in the department during the period 2016/17 is an identified risk of the social care systems project that could impact on the output quality and timescales of the project. It is therefore beneficial to delay the tendering of a new electronic monitoring system major operational process and systems changes involved in procuring and implementing a new social care system have been completed.

Other Options Considered:

Undertaking a Call-Off Against the current ESPO Framework: One option considered was the option to undertake a reduced tender, via the 'Call-Off Process' under the ESPO Framework. This allows the local authority to compare the providers within the ESPO framework based on the services they offer and the cost of these services and to directly award a renewed contract based on the outcome of an assessment against these pre-defined criteria. This would have the benefit of being a quicker process than a full tender, but would still impact on the various business drivers as outlined in the main section of this document.

Nb. Analysis of the providers on the framework identified that based on the current needs of the local authority and the current configuration of our rostering and monitoring solution, CM2000 would be the winner of this process if we awarded directly through this method.

Undertake a full tender exercise: As per the main section of this document. The disruption and cost to the business caused by a full tender exercise at this point in time is deemed to not deliver sufficient benefit to the organisation in terms of process efficiencies or cost-savings to make it a recommended approach at this stage, over and above a contract extension.

Background Papers:

Published Works:

ESPO: Electronic Homecare Monitoring and Scheduling Solutions (394) -
<http://www.espo.org/Frameworks/Social-care/Electronic-Homecare-Monitoring-and-Scheduling-Solu>
Nottingham City Council 'Care at Home Framework 2014-2018'

Affected Wards:

Citywide

Colleague / Councillor Interests:

Consultations:

Those not consulted are not directly affected by the decision.

Crime and Disorder Implications:

There are not expected to be any significant impact on crime and disorder as a result of this decision.

Equality:

EIA not required. Reasons: This decision does not relate to a policy, service or function change.

Decision Type:

Portfolio Holder

Subject to Call In:

Yes

Call In Expiry date: 07/04/2015

Advice Sought: Legal, Finance, Procurement

Legal Advice: There are no legal concerns with regard to the decision set out in this report. The current contract permits such an extension to take place.

Advice provided by Naomi Vass (Senior Solicitor) on 26/03/2015.

Finance Advice: Funding of £0.200m per year is included within the Council's Medium Term Financial Plan (MTFP) to support a Homecare Monitoring System within Adult Social Care. It should be noted that the actual cost of the contract is dependent upon the number of providers and citizens registered and using the system, therefore regular reviews should be undertaken to ensure and maintain data quality. The value of this decision is estimated to be £0.400m for the 2 year extension period however any efficiencies resulting from these reviews will be included within the Adults Big Ticket Programme.

The operational reasons detailed in this proposal support the extension of this contract and mitigate any costs in the short term until a full procurement process can be undertaken in alignment with the 'Care at Home Framework'.
Advice provided by Darren Revill (Finance Analyst) on 24/03/2015.

Procurement Advice: This proposal is to extend the existing contract for operational reasons laid out in the authors report. As detailed, the author has liaised with me to investigate the ability to compliantly extend the existing contract. Based upon advice provided by both the framework holders (ESPO) and by our legal department, there are no significant procurement concerns with this proposal and procurement will be engaged after the extension to re-tender the requirements and assess value for money.

Advice provided by Rosalie Parkin (Category Manager) on 09/03/2015.

Signatures
Alex Norris (PH Adults, Commissioning and Health)
SIGNED and Dated: 27/03/2015
Alison Michalska (Corporate Director for Children and Adults)
SIGNED and Dated: 27/03/2015