



Haringey Council *

Agenda item:

[No.]

Cabinet Procurement Committee

On 22 July 2010

Report Title. Frameworki Social Care Case Management System

Report authorised by **Julie Parker, Director of Corporate Resources**

Signed:

Contact Officer : David Hatley, IT Senior Supplier Manager

Tel: 020 8489 3235
e-mail: David.Hatley@haringey.gov.uk

Wards(s) affected: **All**

Report for: **Key Decision**

1. Purpose of the report (That is, the decision required)

To seek approval for extending the Managed Service contract with Corelogic Limited for the Frameworki Social Care Case Management System for a period of 3 years as provided for within the contract.

2. Introduction by Cabinet Member

2.1 The Frameworki Social Care Case Management System is the software used for case management by Children and Young People's Service (CYPS) and Adult Services. The Frameworki supports all social care activity for vulnerable children and adults which includes integrated children's system, the development of personalisation, purchasing care packages and payments to users for individual budgets.

3. State link(s) with Council Plan Priorities and actions and /or other Strategies:

3.1 This system links to the council priority 'Delivering High quality, efficient services' Delivering customer focused, cost effective services that are responsive to people's needs, producing increased satisfaction reflected in a high performing organisation that delivers value for money.

4. Recommendations

4.1 That approval is given to extend the Managed Service Agreement with Corelogic Limited for the Frameworki Social Care Case Management System for a period of 3 years.

4.2 To note that the annual cost for this contract is £409,008, totalling £1,227,024 for the full 3 year extension.

5. Reason for recommendation(s)

5.1 The Frameworki Managed Service Agreement is due to expire in March 2011.

5.2 The contract includes a clause enabling extension for up to 3 years.

5.3 The Frameworki system is proprietary software meaning that only Corelogic can support and maintain the software including provision of legislative upgrades.

5.4 Performance monitoring of the system is carried out by both IT Services and the Frameworki IT team and performance is consistently of a good level.

5.5 The Authority is investing in developing Frameworki to meet key requirements such as Reporting, payments, Personalisation and the Joint Action Review plan.

5.6 The proposal has been discussed with the Directors and Lead Members for CYPS and Adult Services who are in agreement with the recommendation.

6. Other options considered

6.1 A full tender exercise could be undertaken which may lead to a new system being deployed.

6.2 Such a procurement would require input from key system users and any change of system following the procurement exercise, would create a significant resource impact on both the Adult Services and CYPS Departments at a time when such a distraction would not be welcome.

7. Summary

7.1 Frameworki is a social services case management system used by Adult Services and CYPS and the contract for the Managed Service Agreement was let in March 2004 for a period of 7 years following a fully compliant EU tender.

7.2 The annual cost of the contract is currently £409,008.

- 7.3 The contract incorporates a clause allowing the extension of the contract by up to 3 years.
- 7.4 Performance by Corelogic over the term of the contract has been acceptable and is monitored and managed by both IT Services and the Frameworki IT team.
- 7.5 A procurement exercise now would require significant input from key users in each department prior to the tender, with a larger resource requirement post tender should a new system be chosen in the form of testing, configuring, training and productivity impacts.
- 7.6 If approved, dialogue will be entered into with the Supplier, Corelogic, to agree the extension.

8. Chief Financial Officer Comments

- 8.1 The Chief Financial Officer confirms that the budget is still available within IT revenue budget to fund the contract and, given the need to review and amend the current system configuration to meet new requirements, it seems appropriate to delay a full re-tendering at this time especially as the service provided has been good to date.

9. Head of Legal Services Comments

- 9.1 The Head of Legal Services notes the contents of the report.
- 9.2 The contract has been tendered in Europe in accordance with EU procurement regulations.
- 9.3 Because of the value of the extension, there is a requirement under CSOs that this is approved by the Procurement Committee (see CSO 13.02).
- 9.4 The contract is also a “key decision” and as such there is a requirement to include it in the Forward Plan in accordance with CSO 11.04. The Council’s IT Procurement department has confirmed that this has taken place.
- 9.4 The Head of Legal Services confirms that there are no legal reasons preventing Members from approving the recommendations in this report.

10. Head of Procurement Comments

- 10.1 The contract with Corelogic for the management of the Frameworki system has been tendered in Europe in compliance with EC Procurement Directives.
- 10.2 The Council’s current needs are being satisfied by Corelogic and an extension of the

existing contract, as allowed for within the terms and condition, would be in the Council's overall best interest.

11. Equalities and Community Cohesion Comments

11.1 The contract addresses equalities as part of the system requirements this is monitored as part of the service delivery programme.

12. Consultation

12.1 Not applicable.

13. Service Financial Comments

13.1 The annual contract value of £409,008 per annum is accounted for in the IT Budget.

14. Use of appendices /Tables and photographs

14.1 Not applicable.

15. Local Government (Access to Information) Act 1985

15.1 Not applicable.