

Haringey Council

Report for:	Cabinet – 12 November 2013	Item Number:	
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Title:	Award of Contract for Social Care Case Management System (Frameworki)
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Report Authorised by:	<i>J. Parker</i> 1/11/13 Stuart Young, Assistant Chief Executive
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Lead Officer:	David Hatley, Head of Supplier Management, IT Services Sarah Barter, Head of Systems Development Frameworki
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Ward(s) affected: All	Report for Key/Non Key Decisions: Key
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1. Describe the issue under consideration
 - 1.1 The Council manages its social care cases for Adults and Children with the Frameworki IT system supplied by Corelogic.
 - 1.2 The existing contract will expire in 2014 and this report looks at the approach to the contract whilst considering value for money and security of supply.
2. Cabinet Member introduction
 - 2.1 The Frameworki IT system is key to the management of social care cases in the Council and as such is an important part of both the legislative changes being made and changes to the way the Council works. The negotiation has reduced the cost to the Council significantly which will assist the Council in meeting budget targets.
 - 2.2 I support the recommendations in this report.



3. Recommendations

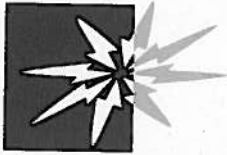
- 3.1 That Cabinet award a contract for a period of three years , with an option for a further 2 years, to Corelogic Limited for the provision of a managed service, including support and maintenance, of the Frameworki social care case management system.
- 3.2 The cost will be £228,623 per annum representing a total of £685,869 for the initial 3 years of the contract. This represents an annual saving of £80,303 equivalent to in excess of £240,000 for the initial three years and over £400,000 over the course of the contract.

4. Alternative options considered

- 4.1 Do nothing. This is not an option as the existing contract will expire.
- 4.2 **Undertake a competitive tender.** The Frameworki system is proprietary software from Corelogic and as such it is not possible to tender for the support and maintenance of that system. Any tender would require that the complete system is tendered and replaced if necessary.
- 4.3 To undertake a tender requires a major investment in resource to specify the Council's requirements and to run and evaluate the tender. In changing a system, the Council would need to procure new licenses, new hardware, train all staff and run a parallel system to ensure confidence in migration.
- 4.4. In view of the planned changes to the provision of Social Care and Council processes, outlined in paragraph 5 below, any procurement now may be premature.

5. Background information

- 5.1 Haringey Council uses Framework-i case management system from Corelogic to manage children's and adults social care casework activities. The Framework-i system is used by approx 900 social care/health and other staff and carries records on all current and historic cases. It is critical to the operation of the Adults and Childrens Services.
- 5.2 The contract was let in 2004 for a managed service whereby Corelogic provide the system hardware, perpetual licences and ongoing support of the system with the hardware hosted in the Council's data centres. The contract was for 7 years with an option to extend for a further 3 years which was exercised in 2011.



5.3 Haringey went live with Frameworki in 2005, migrating data from the legacy system and training all social care staff to use the system. Since then purchasing and payments have gone live with an interface from Frameworki to SAP to avoid double entry. Over time access has also been extended to adults and childrens social care and to teams within education, health, customer services, youth offending, vulnerable adults and housing.

5.4 There are currently 5 major projects in development in Frameworki

1) Mosaic

Major upgrade to Frameworki which will help Haringey to meet Munro recommendations to enable family based recording. Haringey are part of an 'early adopters' group working with 14 other authorities and Corelogic to ensure the development of the new version of the system is designed to support social work practices in Children's and Adults and deliver significant efficiencies in time spent recording case work. As an early adopter Haringey has invested £40,000 which represents the cost of the finished product and has 1 full time project manager post funded for the duration of the project from April 2013 – April 2015.

2) Zero Based Review (ZBR)

The Department of Health are replacing the RAP statutory return with the ZBR with effect from April 2014. The changes brought in by the new statutory return are extensive and effect social care as well as financial recording. Major development of Frameworki is required in order to meet the ZBR reporting requirements.

3) Haringey 54,000

Haringey 54,000 is a priority programme for the Council that will redesign the structures, services and the way that Childrens Services work. Most streams of the project will require significant changes to processes and team structures on Frameworki. Some parts are expected to be live in Frameworki by April 2014.

4) Child Protection Information System (CPIS)

Implementation of the national Child Protection Information System in conjunction with the NHS. Frameworki will be adapted in order to enable relevant child protection information to be shared.



5) Finance Assessments on FWi

Moving activity currently done on the finance assessment system (OCC) on to FWi allowing OCC to be decommissioned at a saving to the council of £10,000 per annum.

- 5.5 At the time of the Frameworki extension of contract in 2011, the Council negotiated a £40,000 per annum reduction in the annual charge and extended the provision of licenses to a wider user base, which had previously been a chargeable exercise. In 2012, the cost was further reduced by 15% of the annual charge equivalent to some £55,000 per annum. The ongoing fee from 2012 to-date is £308,926.
- 5.6 The performance of Corelogic in providing a managed service for Frameworki has been satisfactory over the course of the contract and when there has been a drop in performance or issues these have been resolved and where necessary service credits have been applied.
- 5.7 As Frameworki is proprietary software to Corelogic they were requested to provide terms for a contract for 5years to follow on from the existing contract. This will enable the Council to continue the projects noted above whilst continuing to manage social care cases electronically. The negotiations were based on achieving value for money for the Authority and taking account of system efficiencies outlined in 5.1 – 5.5 above.
- 5.8 The cost from contract renewal in 2014 will be £228,623 per annum representing a total of £685,869 for the three year contract. This compares to the existing charge of £308,926 per annum (thus saving £80,303 pa and £240,909 over three years).

6. **Comments of the Chief Finance Officer and financial implications**

- 6.1 The Chief Finance Officer confirms that the budget to pay for this contract sits within the IT revenue budget and confirms that should Members award the contract as recommended in this report, the Council will achieve an annual saving against current budget provision of circa £80k which equates to circa £240k over the proposed 3 years, increasing to c.£400k should the option to extend for a further 2 years be taken.
- 6.2 This saving will support the delivery of a balanced IT budget for 14/15 and beyond.



7. Head of Legal Services and legal implications

- 7.1 The services to which this report relates are priority services and therefore subject to the Public Contracts Regulations 2006 (the Regulations) which includes requirements in respect of European tendering.
- 7.2 One of the approved tender processes set out in the Regulations is the negotiated procedure. Under Regulation 14 (iii) of the Regulations, a Contracting Authority may use the negotiated procedure without publication of a notice where for technical or artistic reasons, the contract may only be awarded to a particular economic operator.
- 7.3 Contract Standing Orders also allow the submission of a bid from an individual contractor where the services relate to a proprietary product and for technical or artistic reasons, the contract may only be awarded to a particular contractor.
- 7.3 The Council's IT Services department has followed this approach and negotiated with the existing contractor, Corelogic Ltd, who have submitted a bid for a contract for a five year term.
- 7.4 Because of the value of the contract, it may only be awarded by Cabinet in accordance with CSO 9.07.1 (d).
- 7.5 The contract to which this report relates is a Key Decision, and IT Services has confirmed that it has been included in the Forward Plan in accordance with CSO 3.01 (d).
- 7.6 The Head of Legal Services confirms that there are no reasons preventing Members from approving the recommendations in this report.

8. Equalities and Community Cohesion Comments

- 8.1 There are no equality implications in the procurement.

9. Head of Procurement Comments

- 9.1 Frameworki is a proprietary system which is licensed to the Council by Corelogic and hence there are no other providers of this particular system.
- 9.2 Whilst other systems may be available in the market and capable of supporting the Council's care and health services; switching costs would be significant.



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9.3 : Also there are currently 5 major projects in development in FWi that are intended to enhance Council care services. It would therefore not be in the Council's interest to disrupt these developments as a consequence of carrying out a competitive procurement exercise.

9.4 In this case, single supplier negotiations (as permitted in Public Contract Regulations 2006) have proved beneficial to the Council and resulted in an annual saving of circa 25%.

9.5 It is therefore in the Council's overall best interests to conclude negotiations with Corelogic and award a contract on a 5 year basis, commencing in 2014.

10. Policy Implication

Priority 10. Ensure the whole council works in a customer focussed way.

Priority 11. Get the basics right for everyone.

Priority 12. Strive for excellent value for money.

11. Reasons for Decision

11.1 The product supplied is reliable and is being developed further to meet the changes being imposed on the Council and its required method of operation. This approach provides value for money for the Council as well as ensuring the continuation of the service to Adults and Children's front line officers. The opportunity has been taken to review, clarify and update the contractual terms and conditions.

12. Use of Appendices

None

13. Local Government (Access to Information) Act 1985