

<b>CABINET</b>	<b>AGENDA ITEM No. 8</b>
<b>16 JANUARY 2023</b>	<b>PUBLIC REPORT</b>

Report of:	Debbie McQuade, Service Director Adults & Safeguarding
Cabinet Member(s) responsible:	Cllr John Howard, Cabinet Member for Adult Social Care, Health & Public Health
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## ADULT SOCIAL CARE IT SYSTEM PROCUREMENT 2023

RECOMMENDATIONS	
<b>FROM:</b> Debbie McQuade, Service Director Adults & Safeguarding	<b>Deadline date:</b> July 2023
<p>It is recommended that Cabinet:</p> <p>Authorise the award of a contract for an IT system supporting adult social care services to Access UK Limited for a period of five years with an option to extend for a further two years from 21 July 2023, for a contract sum of approx. £2.2m.</p>	

### 1. ORIGIN OF REPORT

- 1.1 This report is submitted to Cabinet following a referral from CLT on 30 November 2022.

### 2. PURPOSE AND REASON FOR REPORT

- 2.1 The purpose of this report is to seek approval for the award of the contract of the current IT solution used for Adult Social Care, Mosaic. This includes moving the solution from CCC's Data Centre to be hosted by the supplier, Access UK Limited.
- 2.2 This report is for Cabinet to consider under its Terms of Reference No. 3.2.5, *'To make decisions on actions relating to the awarding, assigning and termination of contracts over £500k, and waiving or granting exemptions to Contract Regulations where contracts are over £500k, with the exception any time-critical, operational, or routine decision, which may be determined by the relevant portfolio holder.'*

### 3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	<b>NO</b>	If yes, date for Cabinet meeting	<b>N/A</b>
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### 4. BACKGROUND AND KEY ISSUES

- 4.1 **Background**

4.1.1 Adult Social Care provides statutory services in Peterborough and Cambridgeshire, statutory duties are determined by the Care Act 2014. The Service is supported by an IT solution called Mosaic, provided by Access UK Limited. Peterborough and Cambridgeshire have separate Mosaic ASC systems, but they are supported by a single IT team and are largely configured the same. Mosaic went live in April 2018 after it was upgraded from Framework-i. Following the upgrade a large number of business processes were re-engineered in both the case management and finance parts of the system.

4.1.2 The current contract expires in on the 21<sup>st</sup> July 2023, with no extension options available.

4.1.3 Since going live in 2018, there have been significant further developments, including:

- the mobilisation of reablement staff with the integrated product Total Mobile
- a full review and redevelopment of both case management and financial processes to further improve service operation and enable alignment of services across Peterborough and Cambridgeshire
- development of system process to enable Occupational Therapy, Technology Enabled Care and CPFT (Cambridgeshire and Peterborough Foundation Trust) Mental Health to use Mosaic
- the proposed implementation of digital engagement with providers (eg care homes) using portals.

4.1.4 Over the next 2-3 years, there will be significant challenges within the Service as there will be a focus on further digital efficiencies within the Service and its services users, and stability of product and service will be paramount in ensuring a firm foundation on which the reform work can build.

4.1.5 The current IT solution, Mosaic, is run on internal servers in an internal data centre shared with Cambridgeshire in Sand Martin House. In line with the IT Strategy (approved in 2019 as Cloud First strategy), it is proposed that the supplier will host Mosaic in their private cloud. Cloud hosting provides additional business continuity resilience for the Service (services are run from two or more data centres, meaning if one is unavailable another will deliver the system), and remove reliance on the authority's data centre, enabling IT & Digital Services to reduce its capacity.

## 4.2 **Main Issues**

4.2.1 Although Adult Social Care has experienced delays to elements of national social care reform, there are elements that will continue to progress such as statutory reform in regards to the Health and Care Act (integration with health) and Liberty Protection Safeguards (LPS). The Service needs a stable, known product to build upon these changes. The pressure on the Service to move to an alternative solution during this time risks the provision of support to vulnerable service users.

4.2.2 The current contract was awarded in 2018, and was followed by a 12-24 month period of system and process change, requiring PCC to invest in the use of skilled consultants to deliver the required work. In the period since completing this extensive work, there has been continuous development of the product to support the service needs and changes to legislation. If the result of going to open market was to change supplier, this would require an additional significant investment of ~£2-3m plus destabilising a service that is currently to go through major legislative changes and proposed structural change.

4.2.3 A summary of the financial and usage impacts are below:

- The current annual system costs are £211k.
- Projected costs for the same system but hosted in the cloud by the supplier are £313, an increase of £102k per annum. This increase in cost relates to hosting (the supplier running the system in their own data centre), but also price increases in the market since 2016, and the increase related to RPI.

- The option to continue to host the system in our own data centre is no longer viable, as the infrastructure supporting this solution is being decommissioned as part of a wider strategy to move equipment out of our data centre and utilise cloud services. For comparison, to continue to house the equipment for this system alone will cost PCC approx. £100k per annum, plus staff costs to maintain the infrastructure.
- We are seeking a 5 + 2 year contract term, and therefore total projected costs for the contract value will be ~£2.2m.
- £50k is included in the Capital budget in 23/24 to support any implementation costs.
- With the supplier hosting the system, access is not impacted by our data centre and server maintenance, therefore availability of the Service is increased.
- If the data centre fails for whatever reason, we currently activate a Disaster Recovery option, running Mosaic out of a data centre in West Northants. This takes time to activate and requires regular maintenance even when not operating. If we move to a cloud solution, we will no longer need to provide a Disaster Recovery option as the supplier will provide that within the cost provided. This is not a direct saving to the authority, but future cost avoidance as we will be able to reduce our Disaster Recovery estate.
- If there are system issues the time taken to resolve should dramatically reduce as there is not the back and forth between supplier and our internal teams.

#### 4.3 Procurement

- 4.3.1 We will be using the Crown Commercial Services DAS Framework RM3821 which allows direct award to a preferred supplier.

### 5. CORPORATE PRIORITIES

- 5.1
1. *Our Places & Communities*
    - Establish local area committees to enable decision making in the community which is as close to the people they affect as possible
    - Deliver practical, localised and evidence-led actions that improve social mobility, reduce poverty and address inequalities
    - Establish the principles and practice of Community Wealth Building to enable the economic system to build wealth and prosperity for everyone
    - Enable communities to work creatively and collaboratively to address their local needs
    - Creating 'Places' that support communities to live low carbon, resource efficient lifestyles
  2. *Prevention, Independence & Resilience*
    - Continue the development of solutions in partnership with the Integrated Care System, for example the Shared Care Record.
    - Continue to use solutions, like Total Mobile, to provide local provision of reablement and care services.
  3. *Sustainable Future City Council*
    - Continue the increased use of digital solutions reduces the requirement for more analogue interactions, thereby reducing the production of paper and related services.

Further information on the Council's Priorities can be found here - [Link to Corporate Strategy and Priorities Webpage](#).

### 6. CONSULTATION

- 6.1 As part of the decision, consultation was undertaken with the relevant Service leads within the Council.

6.2 The report had also been considered by the Corporate Leadership Team and Cabinet Policy Forum.

## **7. ANTICIPATED OUTCOMES OR IMPACT**

7.1 Award the contract for the provision of the Adult Social Care IT system to Access UK Limited using the hosted Mosaic solution.

## **8. REASON FOR THE RECOMMENDATION**

8.1 Going to market with the potential of procuring a different product would give disproportionate pressure on the service and significant costs for implementation and change.

## **9. ALTERNATIVE OPTIONS CONSIDERED**

9.1 Go to market for a full procurement exercise. Implications of this are additional costs for change (~£2-3m and approx. 24 months for implementation), and significant disruption to a service delivering critical and statutory care.

## **10. IMPLICATIONS**

### **Financial Implications**

10.1 Required funding is covered within the current budget allocated.

### **Legal Implications**

10.2 The Council is procuring this contract under the Crown Commercial Services DAS Framework RM3821 which is fully compliant with the Public Contracts Regulations 2015. The terms of this framework allow the Council to direct award to the Supplier.

10.3 The Council will ensure that its obligations under the current data protection legislation are complied with in connection with both the transfer of service user data from its own servers to the Mosaic cloud, and the subsequent operation of the new arrangements.

### **Equalities Implications**

10.4 None.

## **11. BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

11.1 None.

## **12. APPENDICES**

12.1 None.