DUNDEE CITY COUNCIL

REPORT TO: **POLICY AND RESOURCES COMMITTEE – 22 JUNE 2015**

REPORT ON: **REPLACEMENT CONTACT AND CASE MANAGEMENT SYSTEM**

REPORT BY: **DIRECTOR OF CORPORATE SERVICES**

REPORT NO: **247-2015**

1.0   PURPOSE OF REPORT

1.1   To recommend the purchase and supply of a Contact and Case Management solution to fully replace the Social Work "K2/Event Recording" system and many elements of the Education "Support for Pupils" system.

2.0   RECOMMENDATIONS

2.1   The Committee is asked to approve the following:

   a) Agree the outcome of the Tender Evaluation to procure a Contact and Case Management System (for Social Work and Education Services);

   b) Agree the expenditure described in paragraph 3 for the whole cost expenditure over 5 years;

   c) Purchase the supply and services of Servelec Corelogic as the best value choice for their Mosaic system as a supplier hosted solution;

3.0   FINANCIAL IMPLICATIONS

3.1   The total purchase and implementation cost of £644,000 will be funded from the allowance for Replacement of Major Departmental Systems contained in 2015-2018 General Services Capital Plan.

3.2   Annual external costs for licensing, maintenance and support of £312,000 from Year 2 onwards will be met from future IT and Social Work Revenue Budgets.

3.3   Internal staffing costs for administering the system will be contained within the Social Work Department Revenue Budget.

4.0   BACKGROUND

4.1   The existing in-house systems had become unfit for purpose and this situation was further compounded by these critical factors:

   a) the existing applications being based on out-of-date core technology and would have required substantial investment in costly and time consuming major upgrade work while delivering little for the customer;

   b) future organisational changes e.g. Health and Social Care Integration, would require applications that were both responsive and ever evolving;

   c) the impact of IT Division workforce planning and the reality of the reducing capability to maintain and enhance existing in-house systems.

4.2 A programme of work to approach the market place was initiated and managed by an Executive Project Board chaired by the Director of Corporate Services with each of the stakeholder departments represented.

4.3 It was known that a number of market place solutions were already used by other Local Authorities. An Invitation to Tender (ITT) would allow Dundee City Council to distribute it's requirements to the marketplace. The Crown Commercial Service RM1059 Framework was identified as a means to progress the tender allowing Dundee City Council to benefit from an already existing process.

4.4 An ITT Group was established to prepare the necessary invitation to tender which included the specification of requirements. This group represented the key business areas within Social Work and within Education that would benefit from using such a new solution.

4.5 The procurement framework required weightings to be assigned to requirements within specific ranges. Dundee City Council applied 50% "Quality, aesthetics and functional characteristics", 10% "Technical assistance and after sales service" and 40% "Price". The group evaluated supplier responses and arranged product demonstrations.

4.6 Feedback from the evaluation phase and the 5 year whole cost figures were used to complete the Scottish Government provided "Quality Price Tender Evaluation Matrix" to identify the preferred supplier/solution. Servelec Corelogic returned a score of 73.8 and OLM returned 67.8. Servelec Corelogic and their "Mosaic" solution were identified and agreed to be the preferred supplier/solution.

4.7 The implementation and post implementation support of this product is a large scale undertaking which will require full time resourcing as well as part time input from many departmental sections and involvement with third party providers. The implementation will be led by a Business Systems Development Team staffed by existing members of the IT Team. This is not however simply an IT implementation. This Business Systems development team will be coordinating a wide variety of activity. This existing team will require to be supplemented by the transfer of a nominated full time user department representative. As well as bringing together numerous Service Leads and departmental admin staff as required.

4.8 As well as providing current functionality the new platform will add significant functionality. This will include on line portals for Citizens, Providers and Third Sector Partners. The new platform has been procured to provide a framework to facilitate Health and Social Care integrations.

4.9 The recommendation is that the full system and associated data is stored on secure servers provided by the supplier. This takes advantage of economies of scale in removing the cost from Dundee City Council of acquiring skills in the technicalities of the package and of the regular upgrading that it will require. The hosted offering will provide environments for development, testing, training and backup as well as for the live running of the system. The IT industry is increasingly moving towards the use of 'Cloud' based services. Servelec Corelogic has provided a verified list of organisations currently using this service and/or planning to use such a service. This includes Lincolnshire County Council, Oldham Council, Cornwall Council, Manchester City Council, Nottinghamshire County Council and The Children's Society.

5.0   POLICY IMPLICATIONS

5.1 For the purposes of this procurement the Council adopted the Crown Commercial Service Local Authority Software Applications RM1059 Framework. With reference to this framework and the Council's own procurement process, this Report has been screened for any policy implications in respect of sustainability, strategic environment assessment, anti poverty, equality impact assessment, privacy impact assessment and risk management. The framework states supplier compliance with a number of standards including but not limited to service management, environmental, project management, risk management, safety, accessibility, government IT, architecture, external connectivity and government information security. There are no major issues.

6.0   CONSULTATIONS

The Chief Executive and Head of Democratic and Legal Services were consulted in the preparation of this report.

7.0   BACKGROUND PAPERS

None.

Marjory Stewart
Director of Corporate Services   DATE: 10 June 2015