

# North Lanarkshire Council

## Report

### Adult Health and Social Care Committee

approval  noting

Ref

Date 18/02/20

### Contract Award for Hosted Job Manager and Dynamic Scheduling Software Solutions

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#### Executive Summary

Committee is asked to note actions of the Chief Accountable Officer to approve the award of a Contract for a Hosted Job Manager and Dynamic Scheduling Software Solution ("The Contract") to Advanced Business Software and Solutions Limited (ABSS Ltd).

The contract supports electronic diary and appointment scheduling for the delivery of Home Support Services, Housing Technical Inspection Services and Pest Services.

The existing contract for the provision of the Hosted Job Manager and Dynamic Scheduling Software expired on 31 October 2019.

The initial period of the Contract is two years with options to extend beyond the initial contract period for two further periods of twelve months.

The Contract will commence on 1 November 2019.

The total value of the Contract is £900,000 including the options to extend.

The contract award follows the completion of a contract award procedure, where the tender recommended for award has been evaluated as providing the most economically advantageous tender in terms of cost and quality for the Council.

#### Recommendations

Committee is asked to note actions of the Chief Accountable Officer to approve the award of a Contract for Hosted Job Manager and Dynamic Scheduling Software Solutions ("The Contract") to Advanced Business Software and Solutions Limited (ABSS Ltd).

#### The Plan for North Lanarkshire

Priority Improve North Lanarkshire's resource base

Ambition statement (18) Ensure our digital transformation is responsive to all people's needs and enable access to the services they need

## **1. Background**

- 1.1 The Contract is for IT software and services to provide electronic scheduling for mobile workers in social work and housing.
- 1.2 The existing contract with Kirona Solutions Ltd expired on 30 October 2019. Current services and developments are as follows:

### Home Support:

Home support workers currently receive electronic schedules to their mobile devices to identify appointment schedules. This is an efficient and effective process which makes communication of information and changes more immediate and reduces paperwork. At present there are around 3,500 customers who receive care through this service.

### Housing:

Technical Officer Diaries are maintained via the dynamic scheduling system. With the introduction of mobile working Technical Officers have improved their inspection visits, and access failure rates are much lower than with the previous manual process. The system enables effective alignment of service delivery with Mears, a partner agency.

### Pest Services:

Development work has been undertaken to implement a mobile solution for Pest Services during 2019/20.

- 1.3 It is expected that development of dynamic scheduling will be commenced as part of the DigitalNL developments during 2020/21 or 2021/22, and so a short term contract for these services is required.

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## **2. Report**

- 2.1 Discussion of the options for procuring these services was undertaken across services to review procurement options and to agree the procurement strategy that would deliver maximum benefit for the Council.
- 2.2 A review of existing contracts and frameworks identified that the required services were available to the Council for procurement through the Crown Commercial Service Digital Marketplace for use by Public Sector Organisations across the UK. The G-Cloud 11 framework makes provision for Cloud-based software and services and includes dynamic scheduling systems. Service Providers were appointed to the framework following a compliant public procurement exercise undertaken by the Crown Commercial Service and call-off contracts thereafter can be awarded by Public Sector Organisations with appointed framework Services Providers via mini competition or by direct award.
- 2.3 A search of framework Service Providers and the process of selection and evaluation was completed in line with the framework guidance. This process identified two Service Providers, Kirona Solutions Ltd and ABSS Ltd.

As ABSS Ltd is the parent company of Kirona Solutions Ltd the decision was made to award the contract to ABSS Ltd to maintain continuity of service, avoid costs of changing Service Provider and to simplify the contractual relationship. An estimated average saving of £107,000 per year in comparison with the current contract with Kirona Solutions Ltd will be achieved by awarding a call-off Contract to ABSS Ltd.

- 2.4 The contract award recommendation is made on the basis of the Service Provider who was selected as offering the most economically advantageous service and ABSS Ltd was assessed as representing the most economically advantageous service. The Service Provider is classified as large company with its registered office in Datchet, Berkshire.
- 2.7 Officers from Health and Social Care will be responsible for managing the Contract which will be undertaken in accordance with the Councils agreed approach to Contract and Supplier Management.

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### **3. Equality and Diversity**

#### **3.1 Fairer Scotland Duty**

The report is not about a key strategic decision and not subject to the Fairer Scotland Duty.

#### **3.2 Equality Impact Assessment**

An Equality Impact Assessment is not required.

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### **4. Implications**

#### **4.1 Financial Impact**

The value of the Contract is £900,000 (estimated total value) including potential extensions (£438,719.75 for the initial two- year period).

The costs associated with Contract delivery will be contained within the relevant service budgets.

#### Savings

An estimated average saving of £107,000 per year in comparison with the current contract is expected to be gained by establishing a G-Cloud 11 call-off Contract with ABSS Ltd.

#### Price Stability

Pricing will be fixed for the initial two-year period of the Contract.

#### **4.2 HR/Policy/Legislative Impact**

#### Community Benefits

The nature of the Contract and characteristics of the supplier mean that it would not be proportionate to include a community benefit requirement in this Contract.

#### Fair Work Practices

Fair employment requirements are included in the G-Cloud 11 Framework Agreement.

Equalities

The procurement procedure excludes any Tenderer where a complaint had been upheld after investigation by the Equality and Human Rights commission or its predecessors and a failure to take remedial action.

4.3 **Environmental Impact**

There is no environmental impact arising from this report.

4.4 **Risk Impact**

There are no significant risk implications arising from this report.

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5. **Measures of success**

The Contract will deliver the following outcomes;

5.1 The appointment of a Service Provider who has the experience and capability to deliver an innovative, high quality and responsive service;

5.2 The procurement procedure is compliant with the procurement legislation and internal procedures; and

5.3 That best value is both demonstrable and achieved.

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6. **Supporting documents**

**The plan for North Lanarkshire** Improve North Lanarkshire's resource base

**Appendix 1** **Summary of Procurement Process**

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**Morag Dendy**  
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**Health and Social Care North Lanarkshire**

## Appendix 1 – Summary of Procurement Process

Contract Title	Hosted Job Manager and Dynamic Scheduling Software Solutions
Contract start date	1 November 2019
Initial Contract Period	Two years
Contract Extension option	Two periods of up to 12 months each (Maximum extension to 31 October 2023).
Total contract value including extension option	£900,000 (estimated total value) including potential extensions (£438,719.75 for the initial two-year period)
Governing UK Procurement Regulation	Public Contracts (Scotland) Regulations 2015
Procurement procedure adopted	Call-off Contract from a UK national collaborative framework
Number of recommended suppliers	One
Basis of contract award	Most Economically Advantageous Tender/Best value