

	Officer Key Decision
	Report to the Operational Director Adult Social Care
Authority to award contract for integrated electronic care monitoring system for homecare	

Wards Affected:	All
Key or Non-Key Decision:	Key Decision
Open or Part/Fully Exempt: <small>(If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)</small>	Part Exempt - Appendix 1 is exempt as it contains the following category of exempt information as specified in Paragraph 3, Schedule 12A of the Local Government Act 1972, namely: "Information relating to the financial or business affairs of any particular person (including the authority holding that information)"
No. of Appendices:	Appendix 1 - EXEMPT
Background Papers:	None
Contact Officer(s): <small>(Name, Title, Contact Details)</small>	Edwin Mensah Team Manager, Community and Prevention Edwin.Mensah@brent.gov.uk

1.0 Purpose of the Report

This report concerns future arrangements for integrated electronic care monitoring system for external providers of Homecare following the award of Homecare tender in October 2020. This report summarises the process undertaken by Officers in selecting a suitable supplier for this contract and recommends to whom the contract should be awarded.

2.0 Recommendation(s)

That the Operational Director Adult Social Care:

- 2.1 Approves the award of a contract for integrated electronic care monitoring system for external providers of Homecare to HAS Technology Ltd t/a CM2000 under Lot 1 of the Eastern Shire Purchasing Organisation (ESPO) Electronic

Homecare Monitoring Scheduling Solution (Framework 394) for a period of 3 years with the option to extend by a further 1 year (4 years in total).

3.0 Detail

- 3.1.1 In 2019/20 the Council initiated the procurement of a Homecare framework Tender. Submissions were received and evaluated with an expectation that an award would be made by the end of 2020.
- 3.1.2 The current electronic Homecare monitoring contract with HAS Ltd dated 3rd March 2016 expired after the exercise of its 2-year extension option on the 3rd March 2020
- 3.1.3 The Council requires a Homecare Monitoring system with full monitoring functionality that will be used universally across Brent to manage and monitor the delivery of homecare services and pay providers according to the activity they deliver.
- 3.1.4 The previous contract with HAS Technology Limited had little monitoring functionality. Officers intend to procure an upgraded version of the system through the ESPO framework by direct award of a contract for 3 years with the option to extend by a further 1 year.
- 3.1.5 On 13th February 2020 as required by the Contract Standing Order 86(e)(ii), Officers obtained confirmation of the Director of Legal HR Audit and Investigations that was legally permissible to call off from ESPO framework in respect of Electronic Homecare Monitoring and scheduling Solutions (Framework 394- Lot 1)

3.2 The Selection and evaluation Process

- 3.2.1 The new contract will be based on ESPO Framework 394 Lot 1 Homecare Monitoring Solutions Call of Terms and conditions. There are four suppliers appointed to Lot 1 of the Framework, and call off contracts can be awarded under the framework either by conducting a further competition exercise or by making a direct award.
- 3.2.2 CM2000 system is normally used by very large homecare providers and many smaller ones use other established products. Some providers spent a lot of money and time and other resources implementing other systems.
- 3.2.3 A key requirement of a new Electronic Call Monitoring (ECM) was for smaller providers to be able to have access to the same system as larger providers, that is to have all providers (large and small) on one integrated system. This will allow easy payments and a clear view of services provided to allow a more intelligent contract management approach. It was also mentioned in the Homecare tender that the Council would have an integrated homecare

monitoring system to be used universally across Brent to manage and monitor the delivery of home care services real time and pay providers according to the activity they deliver to ensure data quality and integration.

- 3.2.4 Officers reviewed the functionalities of the other systems by each of the four providers under Lot 1 of the Framework as to whether they are able to deliver the requirements of the Council's Homecare Monitoring services. As the current system used by the Council is supplied by HAS Technology Ltd, for continuity/to avoid disruption of the service and compatibility, an enhanced full version of the CM2000 system supplied by HAS Technology Limited was seen as the most appropriate for the service. Smaller homecare providers not being moved into the new Homecare framework would continue to use their own monitoring system until they were disestablished at the go live in Mid 2021. An assessment of the use of the new system was based on an estimate of 20 providers and 20000 active service users but this may vary over time.
- 3.2.5 The council will incur all upfront cost for the CM2000 system, which will include training and support for providers. The council will pass these costs onto the provider only if the provider(s) fail to meet KPI's set regarding CM2000 as listed in the specification. In the first instance, the council will work with providers to improve KPI compliance. However if non compliance with ECM KPIs continues, the council will recharge the provider for the cost of CM2000.
- 3.2.6 Officers recommend award of the contract to HAS Technology Ltd in December 2020. Once the contract has been awarded to HAS Technology Ltd, Officers will work with them to register and train new providers etc in advance of contract commencement of the Homecare framework providers in February 2021 during mobilisation.
- 3.2.7 In addition to the awarded Home care framework it is intended that an additional framework of providers be put in place during 2021 in order to support with Homecare capacity when required. The providers on this additional framework will also be expected to use the electronic call monitoring system once hours delivered increase to predetermined threshold that will be set at an operational level.
- 3.2.8 It is expected that the contract will commence in December 2020, following call in period.

4.0 Financial Implications

- 4.1 Part 3 of the Council's Constitution states that the Strategic Director of Community Wellbeing has delegated authority to approve the award of contracts for services valued at less than £2 million.
- 4.2 The estimated value of this contract is £ 592,340 over the 4 year period. A further breakdown is provided in Appendix 1 (exempt).

- 4.3 The costs of this contract will be met through the anticipated additional savings that will arise from all providers using CM2000 as currently the majority of homecare providers are submitting paper-based invoices to the Council.
- 4.4 There are currently nine providers using CM2000 and indicative analysis completed by officers shows that for providers using CM2000 their costs are up to 5% lower than those providers who are submitting paper-based invoices. This is due to invoices generated through CM2000 being based on real-time call monitoring data whereas paper-based invoices are based on manual timesheets completed from carers after they have visited clients, which are more likely to be susceptible to error. A 5% saving on the costs of care packages delivered by providers not using CM2000 equates to £715k per annum.

5.0 Legal Implications

- 5.1 As mentioned above, the contract was procured through an EU procurement regulations compliant framework, established by Eastern Shire Purchasing Organisation (ESPO). Regulation 33 of the Public Contracts Regulations 2015 (the "EU Regulations") provide rules for use of frameworks and contracts may be called off under framework agreements without the need for the contracts to be separately advertised or procured through a full EU procurement process. The Director of Legal, HR, Audit & Investigations Services confirmation that it is legally permissible to call off from the framework was obtained. There is therefore no issues from the EU procurement perspective with the Council awarding the contract where a call off has been carried out in accordance with framework rules.
- 5.2 Based on the value of the contract, it is classed as Medium Value Contract under the Council's own Standing Orders (CSO) and Financial Regulations and Chief Officers have delegated to them power to award Medium Value Contracts in accordance with paragraph 9.5, of Part 3 of the Constitution, It is therefore considered that you have delegated authority to approve the award to HAS Technology Ltd t/a CM2000.
- 5.3 There is no strict requirement to observe the mandatory minimum 10 calendar day standstill period before the contract can be awarded where a contract is procured under a framework agreement. The standstill period will not be observed before the contract is issued and concluded with HAS Technology Ltd t/a CM2000.

6.0 Equality Implications

- 6.1 The proposals in this report have been subject to screening and officers believe that there are no equality implications as more enhanced service which will improve and greater visibility of services to vulnerable provider.

7.0 Consultation with Ward Members and Stakeholders

Given the nature of the contract, there has been no consultation with Ward Members or stakeholders

8.0 Human Resources/Property Implications (if appropriate)

This service is currently provided by an external contractor and there are no implications for Council staff arising from retendering the contract.

9.0 Public Services (Social Value) Act 2012

The Council is under a duty pursuant to the Public Services (Social Value) Act 2012 (“the Social Value Act”) to consider how services being procured might improve the economic, social and environmental well-being of its area; how, in conducting the procurement process, the Council might act with a view to securing that improvement; and whether the Council should undertake consultation. Officers have had regard to considerations contained in the Social Value Act in relation to the proposed procurement. As the service that is procured will provide support for Officers to efficiently operate the new framework being established by the Council for the delivery of homecare for adults and children in the Borough, it will indirectly improve the economic, social and environmental well-being of the area and of the most disadvantaged groups living in Brent.

Report sign off:

HELEN WOODLAND

Operational Director of Social Care