

## **ITEM No ...5.....**

**REPORT TO:** CITY GOVERNANCE COMMITTEE – 9TH JUNE 2025

**REPORT ON:** SOURCING STRATEGY AND PROPOSED TENDER AWARD FOR ELECTRONIC SOCIAL CARE SCHEDULING AND MONITORING TOOL

**REPORT BY:** EXECUTIVE DIRECTOR OF CORPORATE SERVICES

**REPORT NO:** 153-2025

### **1. PURPOSE OF REPORT**

- 1.1 The purpose of this report is to present a summary of a sourcing strategy as outlined in Section 5 of this report and seek approval to direct award of a further contract regarding the use of CM2000 system in Social Care and Dundee Health and Social Care Partnership.

### **2. RECOMMENDATION**

- 2.1 It is recommended that the Committee:-
- a) approves the commencing of a direct award in respect of the software solution described, based on the sourcing strategy summarised in this report.

### **3. FINANCIAL IMPLICATIONS**

- 3.1 The contract will be for an initial period of 3 years with the option to extend for one year. If the extension is applied the projected total cost across the 4-year contract would be circa £651,000. The contract will be funded from the Dundee Health and Social Care Partnership Revenue Budget for which budget provision has been made.

### **4. DETAILS OF THE PROJECT BEING COMMISSIONED**

- 4.1 The scheduling and monitoring system for care at home services in Dundee plays a crucial role in ensuring the efficient and safe delivery of care to those in need in the city. This system supports the lone working of frontline social care staff, facilitates the analysis of service user visits to help optimize and assess their care needs, operates as a risk management and RAG (Red, Amber, Green) status system, and schedules all service user visits. The system is also embedded into the Resource Matching Unit and supports the allocation of referrals and unmet community need. The non-renewal of this system could pose significant risks to the quality and safety of care provided. The Council has utilised CM2000/HAS technology software to deploy and schedule service users visits over the last 11 years, which equates to 16 million Care at Home (CAH) service users visits. This system is run and managed by a team of 7x Schedulers who work in a locality model within CAH, supporting Social Care Response Service (Community Alarm), Enablement and Support, Community Mental Health Team, Mainstream Care at Home, Technology Enabled Care team and Housing with Care.

### **5. BACKGROUND**

- 5.1 The direct award of the contract ensures business continuity and mitigation of risks as outlined in Section 6 of this report. Business continuity ensures ongoing delivery of national health and wellbeing outcomes.

## 6. RISK ANALYSIS

- 6.1 There are four standard risks in any procurement and for public sector regulated procurements, a fifth is added, that of the procurement exercise itself breaching the public contract regulations and leaving the Council open to a legal challenge.

Description of Risk	Actions to be taken to manage Risk
<b>Commercial Risk</b> - That either the price objectives are not achieved up front or there are other costs that arise during the contract and diminish the overall benefits.	Reduced cost of ownership as there is no cost set up cost, integration with or training costs. The cost of change was incurred in 2012 (circa cost of £2million).  The direct award of the contract ensures business continuity and the ongoing delivery against national health and wellbeing outcomes.
<b>Technical Risk</b> - This concerns the difficulty in being able to specify the desired outcome and on the market being unable to deliver to the specification.	Specification is already met with current provider and is fit for purpose. There are very few companies in the market that can provide a bespoke scheduling and monitoring system - without generating significant set up costs (estimated to be £2 million)
<b>Performance Risk</b> - This concerns the ability of suppliers to perform consistently over the life of the contract to deliver the planned benefits.	Clear projects goals specified in the tender in 2012 continue to be met by current provider, monthly meetings take place to monitor ability to deliver and support service and audit quality assurance. KPI and system function. Care Inspectorate have praised the use of the system in supporting staff and service users.
<b>Contractual Risk</b> - Being able to remedy the shortcomings in the contractor's performance without severely damaging the contract and about avoiding reliance on the contracted supplier as the contract develops.	A clear set of terms and conditions and specification of requirements and supplier performance will be monitored throughout the lifetime of the contract.
<b>Procurement Risk</b> - Where a procurement is found unsound in law, through the public procurement rules.	This is a compliant Framework sourcing route.

## 7. CONCLUSION

- 7.1 It is recommended that approval be given to progress to a direct award to The Access Group for 2025-2028, which delivers service continuity and best value. The direct award route allows following the completion of a compliant procurement process carried out in compliance with the Public Contracts (Scotland) Regulations of 2015 via Crown Commercial Services GCloud 14 Framework.

## 8. POLICY IMPLICATIONS

- 8.1 This report has been subject to the Pre-IIA Screening Tool and does not make any recommendations for change to strategy, policy, procedures or funding and so has not been subject to an Integrated Impact Assessment. An appropriate senior manager has reviewed and agreed with this assessment.

**9. CONSULTATION**

9.1 The Council Leadership Team were consulted in the preparation of this report.

**10. BACKGROUND PAPERS**

10.1 None.

Paul Thomson  
Executive Director of Corporate Services

Date: 22 May 2025

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