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Award

Adult Social Care Case Management System - Software as a Service

Council of the City of Wakefield

F15: Voluntary ex ante transparency notice

Notice identifier: 2024/S 000-005581

Procurement identifier (OCID): ocids-h6vhtk-043b97

Published 20 February 2024, 6:14pm

Section I: Contracting authority/entity

I.1) Name and addresses

Council of the City of Wakefield

Wakefield One, Burton Street

WAKEFIELD

WF1 2EB

Contact

Zoe Robinson

Email

zrobinson@wakefield.gov.uk

Telephone

+44 1924306964

Country

United Kingdom

Region code

UKE45 - Wakefield

Council of the City of Wakefield

Wakefield Council

Internet address(es)

Main address

www.wakefield.gov.uk/default.htm

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Adult Social Care Case Management System - Software as a Service

Reference number

EXC24-003

II.1.2) Main CPV code

- 48800000 - Information systems and servers

II.1.3) Type of contract

Supplies

II.1.4) Short description

Wakefield Council has a statutory duty to provide Adult Social Care Services. In order to comply with this duty the Council requires an electronic record management system which is safe and securely maintained. These records contain both personal and sensitive data about the citizens of Wakefield who have had or currently have contact with Adult Social Care (ASC). A key requirement is for the Council to be able to export information from the records management system to enable completion of statutory and local reporting and provide data to assist the Council to identify strategic priorities and effectively manage its resources.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £500,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48800000 - Information systems and servers

II.2.3) Place of performance

NUTS codes

- UKE45 - Wakefield

Main site or place of performance

Wakefield

II.2.4) Description of the procurement

The Council intends to award this contract for a fixed term of 20 months to the incumbent supplier using the Negotiated Procedure without prior publication (Regulation 32(2)(b)(ii). The technical grounds are as follows:

Complexity of build

- i. Secure Infrastructure and Hosting - The Council would need to undertake due diligence to ensure that the infrastructure and hosting meet requirements and do not impact upon the Councils PSN accreditation.
- ii. Network and Gateway connections - The Council would need to undertake due diligence to ensure that the network and connection are safe and there would be no risk of data loss.
- iii. Support Services - The Council would need time to engage with a new system supplier and ensure that the required level of support for SAAS is in place to avoid operational issues.
- iv. Security accreditation would be required for all aspects of the service.
- v. Training - Training needs analysis would identify that the whole workforce, including management, would require training in the new system. The training would need to be developed and tested.
- vi. Rollout - Customers, sponsors, end user organisations would need to be engaged to ensure that they would be made aware of the rollout plans, disruptions to service and implications to their own vetting operations.
- vii. Data Migration- Given that 3.5 million records are stored in the current system, the timescales do not allow for a thorough and safe data migration exercise consisting of a number of data passes to enable testing of the data.
- viii. Functional testing- The timescales do not allow for thorough and complete functional

testing to ensure that the system is functionally sound and operates as required before it would be due to go live in late July 2024.

ix. Customisation- The timescales do not allow for the customisation of a new electronic social care system to ensure that service could continue to be operational and meet its statutory requirements.

Service Wrap

x. The service wrap would require a transition to any new provider. This would take about 18 months to complete and would include Contact Centre, service desk, solution management, Secure Operations Centre (SOC), Incident Management etc.

De-risking Data Transfer

xi. The transfer of data from the current system to any new system would require a complete data migration plan, testing and issue resolution. A series of data passes is required to enable the Council to test if data transfer has been successful and afford opportunity for data validation, data cleansing and user acceptance. It is not technically possible to manage the associated risks of loss of data by the end of July 2024 when the current contract expires.

Consideration to the Security Environment

xii. The security aspects of the new system would need to adhere to the requirements of the Council and to ensure PSN accreditation is maintained. This could not be achieved before the current contract expires at the end of July 2024.

. Other considerations and test undertaken applied by the Council

xiii. Exit & transition extension - This 20 month contract would achieve service continuity permitting exit and transition to a replacement system to take place in a planned and safe way.

II.2.11) Information about options

Options: No

II.2.14) Additional information

A subsequent award notice will be published in due course.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

The Council intends to award this contract for a fixed term of 20 months to the incumbent supplier using the Negotiated Procedure without prior publication (Regulation 32(2)(b)(ii)). The technical grounds are as follows:

Complexity of build

- i. Secure Infrastructure and Hosting - The Council would need to undertake due diligence to ensure that the infrastructure and hosting meet requirements and do not impact upon the Councils PSN accreditation.
- ii. Network and Gateway connections - The Council would need to undertake due diligence to ensure that the network and connection are safe and there would be no risk of data loss.
- iii. Support Services - The Council would need time to engage with a new system supplier and ensure that the required level of support for SAAS is in place to avoid operational issues.
- iv. Security accreditation would be required for all aspects of the service.
- v. Training - Training needs analysis would identify that the whole workforce, including management, would require training in the new system. The training would need to be developed and tested.
- vi. Rollout - Customers, sponsors, end user organisations would need to be engaged to ensure that they would be made aware of the rollout plans, disruptions to service and implications to their own vetting operations.
- vii. Data Migration- Given that 3.5 million records are stored in the current system, the timescales do not allow for a thorough and safe data migration exercise consisting of a number of data passes to enable testing of the data.

viii. Functional testing- The timescales do not allow for thorough and complete functional testing to ensure that the system is functionally sound and operates as required before it would be due to go live in late July 2024.

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IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract/concession

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

20 February 2024

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

Careworks Limited

at Unit 4L, The Square Industrial Complex, Tallaght,

Dublin

Dublin 24

Country

Ireland

NUTS code

- IE - Ireland

Companies House

04439651

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Initial estimated total value of the contract/lot/concession: £500,000

Total value of the contract/lot/concession: £500,000

Section VI. Complementary information

VI.3) Additional information

The Council intends to publish a tender opportunity for the re-procurement of the Adult Social Care Case Management System in February / March 2024 in accordance with the Council's Contract Procedure Rules (CPRs) and Public Contracts Regulations 2015. The Council anticipates that the replacement system would go live in March 2026.

VI.4) Procedures for review

VI.4.1) Review body

High Court, Technology and Construction Court

7 Rolls Building, Fetter Lane

London

EC4A 1NL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for review procedures:

In accordance with Part 3 (Remedies) of The Public Contracts Regulations 2015 (S.I. 2015 No 102).