



RECORD OF DECISION TAKEN UNDER DELEGATED POWERS OUTLINED IN THE CONSTITUTION – Part 3 Section 16

DELEGATED OFFICER DECISION TAKEN BY: Mark Warren
 PORTFOLIO AREA: Adult Services and Prevention

SUBJECT: Award of contract for a provider assessment and market management system.

1. DECISION

That the Strategic Director Resources in consultation with the Director of Finance; Approves entering into a collaborative agreement with Lancashire County Council (LCC) for the provision of the provider assessment and market management system. Approves the increase to the department’s annual revenue budget from the 2024/25 financial year of £63k funded directly from increased grant funding for social care reforms.

2. REASON FOR DECISION

A procurement exercise was undertaken by LCC via a long listed followed by a short listing of the G-Cloud 12, Lot 2 Cloud Services. 61 service providers/systems were evaluated during the long listing process. Only three proposals, listed below, aligned with the partnership’s statement of requirements and short listed for evaluations,

- HAS Technology (Access UK Ltd) - PAMMS (Provider Assessment and Market Management Solution)
- Younifi Ltd – Younifi
- Adam HTT Limited - Provider Management (Health and Social Care)

Following the conclusion of the tender moderation, overview of the final scores,

Rank	Tenderer	Quality Score	Price Score	Total
1	HAS Technology (Access UK Ltd)	49.8%	30%	79.8%
W	Younifi Ltd	Bidder withdrew from the evaluation prior to initial moderation meeting. Bidder did not expect to offer a competitive proposal.		
W	Adam HTT Limited	Bidder, following acquisition by Access UK Ltd, has collaborated with HAS Technology in proposing a single submission.		

The successful bidder (HAS Technology) is known to the panel via their parent company, Access Group, and has worked for the Partners before. The incumbent service provider (Adam HTT Ltd) will form part of the HAS Technology proposal to support transition between the incumbent system to the new system.

The new system will provide the following key benefits;

- Increased quality of real time data
- Improved care market stability and visibility across BwD and Lancashire / South Cumbria
- Capability to benchmark each Local Authority against other English Local Authority's
- Cloud based data collection and intelligence reporting capabilities improving real time decision making and supporting future service direction
- Automation and centralisation of data into a dedicated cloud system, reducing the reliance and management of manual spreadsheet collation and the administrative time producing reports and data analysis
- Improved market awareness by integrating data from sources such as CQC, NECS
- Sharing of documents between each Authority and with service providers, creating a central knowledge base
- Real time provider capacity data can be surfaced alongside provider stability, past performance, risk level and quality ratings – supporting effective placements beyond the level of information available in the NECS Capacity Tracker alone
- Ability for provider self-assessment, designed to enable collaborative approaches and targeted help on areas of concern and reduce burden on quality teams
- Ability to reconfigure provider return information captured quickly
- Ability to capture information for all regulated and non-regulated services providing a single point of truth for the entirety of our regions care market
- Supports providers by reducing the need for multi-agency assessments and allowing them to evidence service enhancements via an online platform, encouraging improvements to care services and quality ratings.

The new solution recommended is a highly capable, best in class system which is widely used across the country, including in exemplar areas such as the north east ADASS region and GM. The Provider Assessment and Market Management Solution (PAMMS) Care Market Management Solution, provided by The Access Group represents a significant upgrade on the existing tool in all areas.

3. BACKGROUND

In 2019 LCC and partners; Blackpool Borough Council, Blackburn with Darwen Council and NHS Clinical Commissioning Groups (CCGs) joined to acquire a Care Market Management solution. The contract for the current Care Market Management Solution used across Lancashire County Council, Blackpool Council and Blackburn with Darwen Council ends in March 2023 with no option to extend this.

All local authorities and NHS stakeholders have gathered a significant body of learning from having to respond quickly to the needs of managing the Covid-19 pandemic. A greater clarity about what a full 'end to end' care market management solution could look like and a greater desire from the different organisations to work closer together to achieve this and realise the benefits now exists. Whilst every region of the country is unique, the need to meet obligations under the Care Act in the best possible way is universal. A specialist market management solution would allow us to mirror successful routes other local authority areas have taken.

4. KEY ISSUES AND RISKS

- There is a deadline of 21st November to enter into the collaborative agreement with LCC for provision of the software, failure to do so will mean that the Council would have to undertake a separate tender exercise for provision of the software.
- The current contract for the existing system ends on the 31st March with no option to extend.
- Following the acquisition of ADAM HTT Ltd by the Access Group (HAS Technology owners) the product set is due to change and be merged in time. There are currently aspects of

functionality undefined on the proposed roadmap by HAS Technology. As the partners agree to contract with the successful provider, they may find themselves as early adopters to this new blended offering.

5. FINANCIAL IMPLICATIONS

There are a number of options for allocating those costs across the ICB being discussed at the Health and Social Care Partnership Board.

The costs for the new solution are;
Annual Revenue Costs - £65,254.56
Implementation Costs - £8,500

The current support and maintenance for the existing system is only £2,377, this leaves a shortfall of £62,877.56 to fund.

The initial implementation costs and any initial revenue costs incurred this financial year will be met through the department's current revenue budget.

The department has received grant monies in 22/23 to implement Social Care reforms including the fair cost of care and market sustainability plans grant. The spend return for this grant has been submitted to DHSC and an amount allocated for the implementation of a Market Management System. This grant will be utilised for the 2023/24 financial year, together with the existing system budget this will cover the annual revenue costs for this year. Further allocation of grant funding from Government is expected for Social Care reforms and this will be utilised from 2024/25 onwards.

6. LEGAL IMPLICATIONS

The procurement process complies with the regulations of the Council's Contract and Procurement rules and the Public Contract Regulations 2015. There will be a single contract award by LCC with the Council entering into a collaborative agreement with them, the resulting agreement will be in a form approved by legal officers in the Commissioning and Procurement team.

Under the Care Act 2014 (Section 5(1)), the Council has a legal duty to develop and manage a sustainable care market to ensure eligible needs can be met locally.

7. OPTIONS CONSIDERED AND REJECTED

Do Nothing – This is not an option for the Council due to the requirements under the Care Act 2014.

Tender Separately for a solution – Although this could be done it is unlikely it would secure any better pricing than that received by LCC due to economies of scale. By collaborating on a single system this allows sharing of documents between authorities creating a central Knowledge base.

Further information is available from the report author

8. DECLARATION OF INTEREST

All Declarations of Interest of the officer with delegation and the any Member who has been consulted, and note of any dispensation granted should be recorded below:

VERSION:	1
CONTACT OFFICER:	Zoe Evans

DATE:	10/11/2022
BACKGROUND DOCUMENTS:	None

Signed:

A handwritten signature in blue ink that reads "Mark Warren".

Mark Warren, Strategic Director Adults & Health

Date: 11.11.2022