

ANGUS COUNCIL

POLICY AND RESOURCES COMMITTEE – 29 AUGUST 2017

PROCUREMENT OF AN ELECTRONIC CARE MONITORING SYSTEM

REPORT BY VICKY IRONS, CHIEF OFFICER, ANGUS HEALTH & SOCIAL CARE PARTNERSHIP

ABSTRACT

Following the purchase of the Angus Health and Social Care Partnership's existing supplier of care monitoring software by a larger organisation, and subsequent advice that the original supplier may not continue to operate, approval is sought for the award of a new contract to a similar organisation within the same parent group on terms which are advantageous to the Angus Health and Social Care Partnership and Angus Council.

1. RECOMMENDATIONS

It is recommended that the Committee:

- (i) Approves an exemption from competitive tendering in accordance with section 16.24.10 (a) of the Financial Regulations, to allow the entering into of this contract on the basis that the supply can only be provided by one supplier for reasons connected with technical compatibility with existing Council assets or infrastructure.
- (ii) Approves the award of a contract to HAS Technology Ltd for the provision and maintenance of an electronic care monitoring system in Angus. The contract will cover a maximum period of three years, with a projected contract value of £222,237.

2. ALIGNMENT TO THE ANGUS COMMUNITY PLAN/SINGLE OUTCOME AGREEMENT/CORPORATE PLAN

This report contributes to the following local outcome(s) contained within the Angus Community Plan and Single Outcome Agreement 2013-2016:

8. We have improved the health and wellbeing of our people and inequalities are reduced
9. Individuals are supported in their own communities with good quality services

3. CURRENT POSITION

- 3.1 Electronic care monitoring involves the scheduling and tracking of care visits to people's homes, with workers logging in and out of visits using either a telephone calling system or more modern technology such as QR code or contactless scanning. In 2009 Angus Council began planning the implementation of this system for its homecare teams and later procured a system called Ezitracker (approved by the Social Work and Health Committee; report number 249/11; item 6 of the minute of the meeting of 7 April 2011.)
- 3.2 In 2013 Ezitracker was purchased by HAS Technology Ltd. which also owns the market-leading care monitoring software company, CM2000 Ltd. CM2000 had tendered for the Angus Council contract in 2011 but had been ruled out on the grounds that it was considerably more expensive than Ezitracker.
- 3.3 In late 2016, with the Ezitracker contract approaching its end and discussions about to begin over a possible extension, HAS Technology Ltd indicated that the long-term future of the Ezitracker system may not be guaranteed. Negotiations began about switching the council service to CM2000, and HAS Technology Ltd ultimately agreed to provide CM2000 on the same terms as the council had with Ezitracker. This is an extremely beneficial outcome for the AHSCP, effectively securing the market-leading care monitoring system at half price, plus some additional transition and set-up costs.

- 3.4 The Exemptions Co-Ordinator has been consulted on the use of an exemption (section 16.24.10 (a) of the Financial Regulations.)
- 3.5 This is not considered a “major procurement” in the context of section 16.8.4 of the Financial Regulations.

4. PROPOSALS

- 4.1 To procure and implement the CM2000 system across the AHSCP's internal homecare services and to build the system into future contracts with external care and support providers, ensuring maximum efficiencies and savings through more effective commissioning of personal care and housing support services.
- 4.2 To award the contract to HAS Technology Ltd. for a period of two years, with the option to extend the contract for a further one year by agreement.

5. FINANCIAL IMPLICATIONS

- 5.1 The additional costs associated with this proposal are the project management and training costs arising from the move from one system to another, totalling £24,957. The AHSCP's Finance Monitoring Group agreed to meet this one-off cost at a meeting on 26 April 2017.
- 5.2 All other associated costs have been agreed at a reduced rate with HAS Technology Ltd, ensuring that they will not exceed the costs which would otherwise have been accrued had the original contract with Ezitracker continued. These costs will vary depending on system usage, estimated to be approximately £197,280 over a three year period and to be met from within the Homecare Admin budget of the Angus Health and Social Care Partnership.
- 5.3 The total expenditure over a three year contract period is therefore projected to be £222,237.

6. OTHER IMPLICATIONS

The implementation of the system with independent providers must be mandated through a new care and support contract, and as such will be subject to a further procurement authority report as part of the Help To Live at Home programme.

7. CONSULTATION

The Head of Corporate Finance, Head of Legal and Democratic Services and the Corporate Procurement Manager have been consulted in the preparation of this report.

NOTE: The background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) which were relied on to any material extent in preparing the above report are:

- Social Work and Health Committee; report number 249/11; (item 6 of the minute of the meeting of 7 April 2011.)

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List of Appendices: None