
PART A

Report to CABINET



Contractual Arrangements – Adult & Children Social Care Software Application (MOSAIC – The Access Group)

**Portfolio Holder: Cllr Jabbar – Cabinet Member for Finance
and Corporate Resources;
In consultation with
Cllr Shaid Mustaq – Cabinet Member for Children & Young
People,
Cllr Barbara Brownridge – Cabinet Member for Health and
Social Care**

Officer Contact: Sayyed Osman, Deputy Chief Executive

Report Author: Irfan Rasul – Digital Technology Manager / Senga
Henstock – ICT Senior Buyer

24th July 2023

Reason for Decision

To enter into a call-off contract under a procurement compliant framework agreement in accordance with Contract Procedure Rules to support the ongoing use of Mosaic Social Care System for both Children's and Adult Social Care for 3 years with the option to extend by a further 2 years

Executive Summary

The report seeks approval to enter into a call-off contract with Access UK Limited to provide the Mosaic Social Care System, including Workflow API, together with any additional modules and services for Mosaic, subject to budget approval.

The current contract for Mosaic will expire on 16 July 2023; however, the Council requires continued use of the system and, therefore, a replacement contract is required to commence immediately following the expiry of the current contract.

The purpose of this report is to seek approval to procure a new support plan for the Hosted Managed Service of the Customers Integrated Adult and Children's Social Care System under an existing Framework Agreement for 3 years with the option to extend twice on an annual basis (3+1+1).

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Recommendations

Approve a Call-Off Contract under YPO Ref No 1095 Software Applications Solutions Framework Agreement Lot 12 Health & Social Care Systems largely on the call-off terms and conditions prescribed by the Framework Agreement and delegate authority to the Director of Legal Services to formalise any relevant legal requirements, including the execution of the Call-Off Contract as a Deed.

1 Background

- 1.1 Frameworki software was procured in 2011, which was subsequently upgraded to MOSAIC in July 2017. The MOSAIC system plays a critical role in Adults and Children's Services. The current agreement is due to expire July 2023.

2 Current Position

- 2.1 MOSAIC continues to be an integral application for Oldham Council, the preferred option is to remain with Access Group as the provider of Adults & Children's Social Care Application.

3 Options/Alternatives

- 3.1 Option A – approve a call-off under YPO Ref No 1095 Software Applications Solutions Framework Agreement Lot 12 Health & Social Care Systems for the continued use and support of the Mosaic system which will ensure the system support is in place to continue to optimise usage of the Software and ensure the Council have maximised total cost of investment.

Option B – not approve the call-off and tender for a new system. This may result in significant increased costs for the Council, which are associated with buying a Business-Critical system. Additionally, the timescales for procurement, implementation, and Business Change would typically be 18 months. Interim arrangements would need to be made in this time as loss of the system is not a viable option.

4 Preferred Option

- 4.1 Option A - approve a Call-Off Contract under YPO Ref No 1095 Software Applications Solutions Framework Agreement Lot 12 Health & Social Care Systems.

5 Consultation

- 5.1 None

6 Financial Implications

- 6.1 The financial information is included in Part B Confidential Information.

7 **Legal Services Comments**

- 7.1 Rule 4 of the contract Procedure Rules allows for a call-off to be made under a procurement compliant framework agreement. This is also permissible under the Public Contract Regulations 2015. As detailed in the procurement comments below, it is proposed that a call-off is made under YPO Ref No 1095 Software Applications Solutions Framework Agreement Lot 12 Health & Social Care Systems. The Commercial Procurement Unit has confirmed this is a procurement compliant framework agreement and that a direct award is permissible. If approved, the call-off contract will be in the form prescribed by the framework and subject to the pre-agreed call-off terms and conditions. The Commercial Procurement Unit will liaise with Legal Services when drafting and finalising the call-off contract.
Sarah Orrell - Commercial & Procurement Solicitor

8. **Co-operative Agenda**

- 8.1 Mosaic is an essential application used by Adult and Children Social Care Services; the application allows social workers to record data accurately and efficiently and therefore reduces social worker time, allowing social workers to deliver essential services to residents (Mahmuda Khanom, Policy Support Officer)

9 **Human Resources Comments**

- 9.1 None

10 **Risk Assessments**

- 10.1 Mosaic is a critical business system for use by Adult and Children's Social Care, without this system there is a high risk to the residents of Oldham. If the Mosaic system was unavailable for even a short period of time it would cause a significant impact on Council officers to carry out their statutory roles and responsibilities. Appropriate checks should be carried out with Access UK Limited to ensure they comply with the Council requirements. Consideration should be made to appropriately review future procurement prior to the end of the contract period to ensure a timely future procurement exercise.
Vicki Gallacher Head of Insurance and Information Governance

11 **IT Implications**

- 11.1 None – The infrastructure, connectivity and access will remain the same

12 **Property Implications**

- 12.1 None

13 **Procurement Implications**

- 13.1 Commercial Procurement supports the recommendation of Option A, via Direct Award YPO Framework 1095 Lot 12 Health & Social Care Systems. YPO have completed a fully compliant process to allow Local Authorities a call-off route via direct award, meaning Oldham Council can purchase directly from a chosen supplier without having to run a further competitive process.

Procurement will work with the service and ensure the YPO Buying Guidelines are followed.
This Framework is compliant with the Council's Contract Procedure Rules.
Senga Henstock – ICT Senior Buyer

14 **Environmental and Health & Safety Implications**

14.1 None

15 **Equality, community cohesion and crime implications**

15.1 None

16 **Oldham Impact Assessment Completed?**

16.1 Yes

17 **Key Decision**

17.1 Yes

18 **Key Decision Reference**

18.1 Agenda No 19 on Key Decision Document 24th July 2023 – reference number HSC-11-23.

19 **Background Papers**

19.1 N/A

20 **Appendices**

20..1 Appendix 1 – Impact Assessment – Contract Arrangements – Adult & Children's Social Care



Contractual
Arrangements - Adu