

---

<b>Report To:</b>	<b>Policy &amp; Resources Committee</b>	<b>Date:</b>	<b>26 March 2024</b>
<b>Report By:</b>	<b>Chief Officer, Inverclyde HSCP</b>	<b>Report No:</b>	<b>PR/13/24/KR/AB</b>
<b>Contact Officer:</b>	<b>Alan Best</b>	<b>Contact No:</b>	<b>01475 712964</b>
<b>Subject:</b>	<b>Tender for the Provision of Electronic Call Monitoring System: Care at Home Services – Delegated Authority and Change of Weightings</b>		

---

## **1.0 PURPOSE AND SUMMARY**

- 1.1  For Decision  For Information/Noting
- 1.2 The purpose of this report is to seek Committee approval to grant delegated authority to the Interim Head of Legal & Democratic Services to accept a tender and to change the tender weightings for the forthcoming tender process for the provision of an Electronic Call Monitoring System for Care at Home Services as per the Standing Orders for Contracts and 20.3 (ii) and 16.3.
- 1.3 The current Contract for the provision of an Electronic Call Monitoring System for Care at Home Services will expire on 31<sup>st</sup> July 2024, with an optional extension period of up to 12 months.
- 1.4 It is anticipated that the tender for the provision of an Electronic Call Monitoring System for the Electronic Call Monitoring System will be advertised on Public Contracts Scotland in Mid-March with a contract start date of 1<sup>st</sup> July 2024.
- 1.5 The contract period will be 1<sup>st</sup> July 2024 until 31<sup>st</sup> March 2028 with 2 optional one year extension periods to 31<sup>st</sup> March 2029 and 31<sup>st</sup> March 2030. It should be noted that the period from 1<sup>st</sup> July 2024 until 31<sup>st</sup> March 2025 will be an implementation period and thereafter it is for ongoing support and maintenance of the system.
- 1.6 As in all cases with Social Care Service provision, the quality of the service is of paramount importance. In light of this, it is recommended that the contract is awarded on a 60% Quality and 40% Cost of Service weighting split to help ensure the required quality of service and best value cost of service can be procured. This is a reversal of the weighting split in Contract Standing Order 16.2.

## **2.0 RECOMMENDATIONS**

- 2.1 It is recommended that the Committee grants delegated authority to the Interim Head of Legal & Democratic Services to:
- I. Approve the award of Contract for the period 1<sup>st</sup> July 2024 until 31<sup>st</sup> March 2028 with options to extend until 31<sup>st</sup> March 2029 and 31<sup>st</sup> March 2030;

- II. Enter into all contractual documentation necessary to complete the award of the Contract; and
- III. Approve the use of a 60% Quality and 40% Cost of Service weighting in the forthcoming tender for the Inverclyde HSCP Electronic Call Monitoring System for Care at Home Services and therefore suspend Contract Standing Order 16.2

**Kate Rocks**  
**Chief Officer, HSCP**

### 3.0 BACKGROUND AND CONTEXT

- 3.1 The current Contract for the Electronic Call Monitoring System was awarded on 1st August 2023 for a period of 12 months, via Crown Commercial Services (CCS) G-Cloud 12 Framework Agreement, with an option to extend for a period of up to 12 months. The extension period will be aligned with the implementation plan of the successful bidder.
- 3.2 The new Contract has a planned implementation period from 1<sup>st</sup> July 2024 to 31<sup>st</sup> March 2025 and thereafter will be for the ongoing support and maintenance of the system until 31<sup>st</sup> March 2028 with 2 optional one year extension options.
- 3.3 The system is required to manage the delivery of care with a range of easy-to-use, mix-and-match solutions including real-time care monitoring, mobile monitoring (via a mobile app), scheduling of visits, allowing the HSCP, and external providers, to maximise the usage of available resources, invoicing & payroll/ financial management, as well as allowing the ability to provide detailed specific reports using the business intelligence reporting functionality for example:

An Electronic Call Monitoring system provides:

- **Verifying Visit Completion:** ECMS systems can confirm that care workers attended assigned Service users ensuring the delivery of care and records the visit duration, service tasks delivered and report back any issues in relation to the wellbeing of their Service Users. This ensures clients receive the agreed level of planned care and visits as detailed in their support plan to meet their assessed need and also helps with billing accuracy where commissioned providers assist in care provision.
- **Improved Staff Scheduling:** By tracking visit times, ECMS helps identify scheduling issues and optimise future rosters for better efficiency of staff, better planned routes to reduce travel time and associated costs.
- **Enhanced Service User and Staff Safety:** Knowing a care worker is at a Service Users location provides peace of mind that the Service user is safe and being 'checked in on'. Some other features such as lone worker alerts allow us to ensure staff safety as 'panic alerts' can be activated by staff in the community to highlight any problematic situations they may be in.
- **Data-driven Quality Assurance:** ECMS data can be used to monitor trends and identify areas where care delivery can be improved. It also provides the information required for statutory returns to both the Care Inspectorate and Scottish Government. For external monitoring of providers, it evidences the actual care delivery and ensure the HSCP pays for the correct service provided.
- **Real-time Communication:** ECMS systems allow for updates to be sent to all stakeholders in the delivery of care ensuring that the residents of Inverclyde get the best possible service.

### 4.0 PROPOSALS

- 4.1 The aim of the tender is to procure a high quality and cost effective system to deliver the service, ensuring that the HSCP can be confident service users receive the services they require.
- 4.2 It is proposed that, to proceed to award the Contract with an anticipated start date of 1<sup>st</sup> July 2024 delegated authority for this is granted to the Interim Head of Legal & Democratic Services.

4.3 It is recommended that the Contract is awarded on a 60% Quality and 40% Cost of Service weighting split. This will help to ensure the required quality of service and best value cost of service can be procured.

**5.0 IMPLICATIONS**

5.1 The table below shows whether risks and implications apply if the recommendation(s) is(are) agreed:

<b>SUBJECT</b>	<b>YES</b>	<b>NO</b>
Financial	X	
Legal/Risk		X
Human Resources		X
Strategic (Partnership Plan/Council Plan)	X	
Equalities, Fairer Scotland Duty & Children/Young People’s Rights & Wellbeing		X
Environmental & Sustainability		X
Data Protection		X

**5.2 Finance**

A tender exercise was carried out in 2022 and this identified that there will be an increase in costs for this service. At that time, the exercise did not proceed to award as a result of budget availability and specification compliance. Therefore, the tender has been rescoped and budget is now reflective with current market conditions.

One off Costs

<b>Cost Centre</b>	<b>Budget Heading</b>	<b>Budget Years</b>	<b>Proposed Spend this Report</b>	<b>Virement From</b>	<b>Other Comments</b>
Care at Home	Payments to Other Bodies	2024-25	£80,000	Existing budget provision	For one-off implementation costs 1 <sup>st</sup> July 2024 – 31 <sup>st</sup> March 2025

Annually Recurring Costs/ (Savings)

<b>Cost Centre</b>	<b>Budget Heading</b>	<b>With Effect from</b>	<b>Annual Net Impact</b>	<b>Virement From (If Applicable)</b>	<b>Other Comments</b>
Care at Home	Payments to Other Bodies	1 <sup>st</sup> April 2025	£250,000	Existing HSCP budget provision	For up to 5 Years Support and Maintenance.

**5.3 Legal/Risk**

There are no implications arising as a result of this report.

#### **5.4 Human Resources**

There are no direct human resources implications arising as a result of this report.

#### **5.5 Strategic**

The delivery of this contract will help ensure the Council meets its statutory obligations in relation to the provision of a care at home service.

### **6.0 CONSULTATIONS**

6.1 None.

### **7.0 BACKGROUND PAPERS**

7.1 None.