

## 60265 Care at Home Rostering and Scheduling Systems

The information requested relates to the electronic roosting and scheduling system used by your authority to support the delivery of Care at Home services.

This information is being requested to support service improvement and benchmarking activity within local government.

Please provide the following information, where held:

### **System in use**

The name of the electronic roosting and/or scheduling system currently used for Care at Home services.

Specific details on software and systems used is withheld under Section 30(c) - Prejudice to effective conduct of public affairs (cyber-security).

### **Length of use**

The date the system was first implemented (or the year of implementation).

The current electronic roosting and/or scheduling system implementation commenced in 2023.

### **Procurement and contract details**

The contract start date and end date.

These services are provided by CGI as part of our outsourced ICT contract which commenced 01/04/2016 and currently expires 31/03/2029.

Any available extension options within the contract.

The CGI contract can be further extended to 31/03/2035.

Whether the system was procured via a framework (and if so, which framework).

The system was procured to replace the previous system, (which was supplied by CGI as part of our outsourced ICT contract), via change within our CGI contract. The CGI contract was awarded by Competitive Dialogue, via OJEU Notice. The Notice can be viewed on the Public Contracts Scotland website at:

[https://www.publiccontractsscotland.gov.uk/search/show/search\\_view.aspx?ID=OCT222352](https://www.publiccontractsscotland.gov.uk/search/show/search_view.aspx?ID=OCT222352)

### **Cost information**

The current annual cost of the system (software licence and support).

Charges are included within our ICT contract costs which are currently circa £26m per annum. The charges are not structured in a way that we can report spending for these line items as standalone values.

Any known additional costs (e.g. modules, implementation, integrations, reporting tools), where these are separately recorded.

As detailed above, these costs are included within our ICT contract costs, are not separately recorded and cannot be provided.

### **Support and service model**

The support model in place (e.g. supplier-provided support, in-house support, or hybrid).

Supplier provided support.

Any recorded service level agreements (SLAs), where applicable.

As detailed in A1 above, this information is withheld under Section 30(c) - Prejudice to effective conduct of public affairs (cyber-security).

### **System use and scope**

Whether the system is used solely for Care at Home or also supports other services (e.g. reablement, housing support).

The system supports other services.

Whether the system integrates with payroll, finance, or other core council systems, where this information is recorded.

### **Experience and review**

Details of any formal reviews, evaluations, or lessons-learned exercises undertaken in relation to the system (e.g. post-implementation review, contract review, or service improvement review).

Where available, the outcome of any such reviews (e.g. continue, re-procure, or replace).

As detailed in A1 above, this information is withheld under Section 30(c) - Prejudice to effective conduct of public affairs (cyber-security).

### **Future intentions**

The planned contract renewal date or re-procurement date, if known.

This date is not recorded as we are currently in contract to 31/03/2029 but can be further extended to 31/03/2035.

Whether a decision has been recorded to:

- continue with the current system
- re-procure
- move to an alternative solution

No such decisions are recorded, as per A14 above.