



Reference: RFI 1706069

**Request:**

1. Who supplies your current (Children's & Adults) social care case management system(s)?  
Northgate

2. Are you planning replace your social care case management system(s) in the next two years, or are you already in the process of replacing it? If "yes", please answer the following questions:  
We have procured a new system and are in the process of implementing it.

3. By what date are you planning to formally select a new supplier / product?  
Already selected.

4. By what date will the contract commence?  
Contract commenced: 01/11/2016

5. By what date will you start to work formally with the new supplier to implement the new product (i.e. project kick-off)?  
We have already started working with the new supplier.

6. What is the planned go-live date for the replacement system?  
October 2017 for the Adult Social Care system and February 2018 for the Children's system.

7. How much money have you allocated for this project, excluding payments to be made to the new supplier? Please provide a breakdown of the costs

Staff costs	£	362,613
External assistance for data migration	£	71,534
Mobile devices	£	71,534
Other	£	32,261

8. What reporting tools & reporting software do you currently use in conjunction with your current social care case management system(s). For example, Business Objects; SSRS; Crystal Reports etc  
Business Objects

9. What reporting tools & reporting software do you plan to use in conjunction with your replacement social care case management system(s)?  
We do not have a final decision yet: a number of options are under consideration.

10. Is your current case management system hosted on-site, or is it externally hosted?  
Hosted on site.

11. Will your replacement social care case management system(s) be hosted on-site, or externally hosted?  
Externally hosted.

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12. How many people directly employed by your Local Authority will be involved in the implementation of the replacement social care case management system(s)?

There are four people who are entirely or mainly employed on this task, supplemented by a large number of staff with part-time involvement.

13. Please specify the roles they will carry out? For example, Systems Admin; User Admin; Database Admin; Data & Performance Mgt; Data Cleansing; Data Migration; Training; Business Analysis; Project Manager; Supplier/Relationship Management; Super-User; Application Support etc

See the answer to question 14

14. Please state how much time (FTE) is allocated to each role?

Resource Name	Work
Engie Data migration technical support	192 days
Engie - ICT Operations	70.91 days
Engie Development Team	22 days
Engie Solutions Architect	14.5 days
Engie Finance support	10 days
Engie-Snr Accountant Children	2 days
Engie-Financial Processing Officer	2 days
Engie-Financial Processing Officer	2 days
NTC - Project Manager - Children	387 days
NTC - Programme Support Officer	283 days
NTC - Project Manager - Adults	241 days
NTC - Programme Manager	229 days
NTC - Config & Testing support - Safeguarding (ch)	179.52 days
NTC - Config & Testing support - LAC	164.52 days
NTC - Config & Testing support - Leaving Care	164.52 days
NTC - Config & Testing support - Childrens Disability	160.52 days
NTC - Config & Testing support - Early Help 1	155 days
NTC - Data Migration Lead (Children)	127 days
NTC - Config & Testing support - Fostering and Adoption	115.52 days
NTC - Improvement Manager	113 days
NTC-System Administrator	110.82 days
NTC - Improvement Manager	108 days
NTC - Config & Testing support - Integrated Services	107 days
NTC-Web Content Manager	106.5 days
NTC-Improvement Manager	74 days
NTC - Trainer	66.75 days

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NTC - Data Migration Lead (Adults)	65 days
NTC - Commissioning Analyst	62 days
NTC - Config & Testing support - Front Door	61.52 days
NTC - Config & testing support - Safeguarding (adults)	59 days
NTC - System Administrator B	58.5 days
NTC - Config & testing support - Gateway 1	57 days
NTC - Config & Testing support - CLDT	57 days
NTC - Config & testing support - Gateway 2	56 days
NTC - Config & Testing support - Care Co-ord/SP&B	55 days
NTC - Config & testing support - DOLS	54 days
NTC - Config & testing support - Care and Connect	42 days
NTC - Config & Testing support - MHSOP	42 days
NTC - IT lead	34.5 days
NTC-Help Desk Lead	33 days
NTC-Finance Foster Carer Payments	30.38 days
NTC - Senior User (Adults)	25 days
NTC - Config & Testing support - Early Help 2	21.5 days
NTC - Config & Testing support - Early Help 3	20.5 days
NTC-Head of Commercial Services & Business Redesign	20 days
NTC - Project Manager (Mobile)	20 days
NTC - Project Manager (web)	20 days
NTC-Trainer 1	20 days
NTC - Web Content Manager	19 days
NTC-Snr Mgr Gateway/Caldicott Guardian	17.13 days
NTC - Senior Business Partner	17 days
NTC-Senior User (Children)	17 days
Liquidlogic - Installations Team	15 days
NTC - HR Louise Robson	15 days
NTC-Snr Mgr Front Door	13.14 days
NTC-Head of Digital Strategy	13 days
NTC-Snr Mgr QA	12.89 days
NTC-Audit	12 days
NTC - SRO	11 days
NTC-Snr Manager MH&LD	9.13 days
NTC-Snr Mgr Early Help	9.13 days
NTC-DASS/DCS	9 days
NTC-Wellbeing Manager	8.13 days
NTC-Snr Mgr Integrated Services	8 days

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NTC-Snr Mgr Commissioning	7.13 days
NTC-Snr Mgr Safeguarding	6 days
NTC-Snr Mgr Safeguarding	5.14 days
NTC-Snr Mgr LAC	5.14 days
NTC-Comms&Marketing	5 days
NTC-Info Systems Officer	2.5 days
NTC-Admin Support Officer Commissioning	2 days
NTC-Team Coordinator-Disability Team	2 days
NTC-Admin Assistant care Leavers Team	2 days
NTC-Support Worker-Commissioning	2 days
NTC-Admin Assistant Foster Care	1.5 days
NTC-Team Coordinator-Safeguarding	1 day
NTC-Team Mgr-Front Door	1 day
NTC-Snr Social Worker-Front Door	1 day
NTC-Social Worker-Front Door	1 day
NTC-Team Coordinator-Front Door	1 day
NTC-Social Worker Adoption	0.5 days
NTC-Social Worker LAC	0.5 days
NTC-Snr Mgr Safeguarding Childrens	0.5 days
NTC-Snr Social Worker LAC	0.5 days
NTC-Social Worker-Front Door	0.5 days
NTC-Team Manager Safeguarding	0.5 days
NTC-Team Manager Safeguarding	0.5 days
NTC-Social Worker	0.5 days
NTC-Commissioning Mgr Children	0 days
NTC-Admin Assistant-Front Door	0 days
NTC-Social Worker-Disability Team	0 days

15. Are you planning to engage an external supplier provide services to assist with the implementation of the replacement social care case management system(s)?

The Council's ICT provider is Engie, and any additional resource required is being commissioned via this contract.

16. If so, please specify the services they will deliver? For example, Systems Admin; User Admin; Database Admin; Data & Performance Management; Data Cleansing; Data Migration; Training; Business Analysis; Project Management; Supplier/Relationship Management; Super-User; Application Support etc  
Data migration support.

17. According to your project Risk Register, what are the top three risks associated with this implementation?

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- Quality of historic data, e.g. empty fields, data in invalid formats, outcomes not recorded
- Funds not fully identified for implementation costs
- Difficulty in releasing staff for training

18. What is the name of the Senior Responsible Officer(s) for this project?

Paul Hanson, Deputy Chief Executive.

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