

## **ATISN 13389 – Procurement and contract award of the HIW CRM Solutions**

Health Inspectorate Wales CRM (HIW) solution via the ADIRA framework

- a) The date of when the contract was awarded  
The HIW CRM Development contract was awarded on 25/06/2019.
- b) The date when the contract was signed  
The contracts were signed by the parties on the 27/07/2019
- c) The name of the limited company whom the contract was awarded to  
Cara Digital Limited (trading as Aucoda Limited).
- d) What was the legal status of the company at companies house at dates a) and b)

Cara Digital Limited (Company number 07406424) is a Private Limited Company, Incorporated on 13 October 2010.

- e) What is the due diligence process undertaken on the financial circumstances of the successful organisation by Welsh Government or by a third party on Welsh Government's behalf.

The HIW CRM Developer contract was let under the Agile Digital and ICT Resources Agreement (ADIRA) Framework Agreement. Bloom Procurement Services (Bloom) are the sole suppliers to the Welsh Ministers under the ADIRA Agreement. As part of the service provided by Bloom under ADIRA is the financial due diligence of providers.

Bloom undertook financial checks using Creditsafe on Cara Digital Limited and Aucoda Limited. Cara Digital returned a Credit score of 55, indicating a Low Risk of failure.

Aucoda checks failed to return any information, as the company was not incorporated until 13 February 2018.

In addition to the checks undertaken Bloom the Welsh Government undertook a separate due diligence exercise.

A Company Watch failed to return any information on Aucoda Ltd. Therefore, a Dunn & Bradstreet check was undertaken returning a score of 4 suggesting a high risk of failure.

A Company Watch check returned a score of 9 for Cara Digital, indicating a high risk of failure.

As the payment terms are on a rate card basis and payment is in arrears, the identified areas of impact of a supplier failure were:

- Cost of resource to re-procure;
- Delays to project; and

- Possible minor reputational damage.

Given the nature of the contract and the impact of the potential risks it was decided to award the contract.