

## **Justification for Four-Software Systems renewal**

### **Rent Accounting – One-Year Renewal**

The present Rent accounting contract ends in July 2021 and we are due to move to our new suppliers MRI Horizon Software Ltd in May 2021 (ref DDMF 3732). However, this contract is not yet finalised and we therefore seek permission to renew the present contract with NSC for a further 12 months period should there be any delays in the new contract.

### **Bartec Hosting – One-Year Renewal**

Domestic Waste Operations provides refuse, recycling and seasonal garden collection services to c133,000 properties. This service is the most visible council service, delivered to every citizen on a weekly basis, and is therefore one of the most influential services on citizen perception of the council as a whole. The day-to-day operational management throughout domestic waste is dependent on waste employees inserting and obtaining information via Bartec that give them and us immediate data and able to manage vehicles and staff in the field daily. Key functions covered include damaged bins, contaminated bins, Bins not presented and tracking vehicles. The business are now looking at alternative products but wish to renew for one further year whilst they tender, award and implement a new solution.

### **Hornbill – Two-Year Renewal**

All Customer communication within the IT Department logged via Hornbill Support works.

The Support works system is essentially the focal point for logging IT related incidents, service requests and change across the Organisation. The long-term plan is to move to another product, which forms part of our Microsoft enterprise agreement. However this has been delayed as resources have been allocated elsewhere to support the COVID 19 impact.

The implementation of a new Service Desk system to replace Hornbill is a big undertaking and it will take the best part of a year to transition. We are therefore seeking permission to renew the Hornbill system for a further two years on a year-by-year basis, giving us the opportunity to transition to a new product over this period.

### **McFarlane Voice – Two-Year Renewal**

The Council currently uses Macfarlane Contact Plus for the provision of telephony contact centres. There are more than twenty front line services that utilises the Macfarlane technology, therefore it is necessary to renew support and maintenance for this system so that the

Council can provide reliable Contact Centre services to its citizens. The support covers Monday to Friday 8am till 6pm (excluding Bank Holidays).

Approval for the support and maintenance services for the year 2020-2021 has been granted in DD3650 and we are now seeking approval to extend for an additional two year, 2021-2022 and 2022-2023.

Each year the Council must purchase Macfarlane software support and maintenance in order to receive technical support, updates, etc. for the system. There are no viable technology alternatives to this without incurring re licensing, consultancy, data conversion and staff

Retraining costs, which would be well in excess of the annual software maintenance costs. It would be a major project to reduce the Macfarlane system and currently there are no plans to do this in the next two years.

A Data Protection Impact Assessment has been completed and approved for this system.