

Nottingham City Council Delegated Decision



Nottingham
City Council

Reference Number:	4548
Author:	Mick Dunn
Department:	Growth and City Development
Contact:	Mick Dunn (Job Title: GIS Service Manager, Email: mick.dunn@nottinghamcity.gov.uk, Phone: 0115 8764001)
Subject:	Planning Case Management System Contract Options
Total Value:	Up to £267,000 (Type: Revenue)
Decision Being Taken:	To delegate authority to the Head of the IT Service to award and sign a contract using the Crown Commercial Services Data and Application Solutions Framework via Catalogue Award to the incumbent provider for the Planning Case Management System and to award a 3-year contract with the option to extend for a period of 2-years.

Reasons for the Decision(s)

Nottingham City Council uses the Uniform software solution from Idox to support a number of business areas, namely Address Management, Development Control, Building Control, Land charges and Estates. The software provides discrete functionality to support each of these business areas and key workflow processes between them. The system also provides a source of geographic information that is shared across the Council via the Corporate GIS system.

After many years of leasing the Idox Uniform solution, the Council brought the lease in 2017 in order to achieve medium term (5 year) costs savings. The only on-going cost now associated with the Idox solution is the annual support and maintenance cost of £53,357.

The system has been in use for many years with NCC and is well regarded by users across the various business areas. Nationally, the IDOX products are widely regarded as being the market leader within local government planning authorities.

As the solution is critical to the delivery of a number of statutory and non-statutory functions across a number of business areas it is necessary to ensure that support and maintenance contract is in place. This is to ensure that there is access to day to day support from the systems provider for issues such as fault resolution and to support in system operation as necessary. Maintenance is required to ensure access to system upgrades to support changes to statutory requirements and related operational efficiencies. As Idox owns the intellectual property rights they are the only company that is able to provide the support and maintenance on their software.

Although the existing system is fit for purpose from an operational perspective, given procurement rules and the current financial position of the Council, it is necessary to ensure that the Council is achieving best value.

The implementation of any new software solution is not only a lengthy process which would require significant officer time to implement and understand, but one which would typically require significant external costs compared to a support and maintenance contract. Undertaking an open market invitation to tender process or a further competition process through the 'Crown Commercial Service' (CCS) framework could potentially lead to a new provider and the need to initiate a significant implementation project with associated resources and costs. Based upon standard calculations the estimated gross cost over a 5 year period would be £613,570 if a new software provider were to be selected. Thus the proposal is to carry out a catalogue award via the CCS e-marketplace to the existing provider.

Other Options Considered:

- 1. **Do nothing**
Support and maintenance is not renewed. This option is not considered viable given the scale of risk involved should a problem arise, and would limit the Council to take advantage of future product enhancements that support statutory requirements and related operational efficiencies. For this reason, this option was not considered viable.

 - 2. **Roll-over the existing contract with IDOX**
The existing contract is rolled-over for another fixed period. There is a need to ensure that best value is being achieved and this is not in keeping with the Contract Procedure Rules. For this reason, this option was not considered viable.

 - 3. **Undertake a full tender process**
Whilst it would undoubtedly be possible to replace this functionality with an alternative product or products, the cost of procuring and installing a new system to replace all Uniform modules would result in additional internal and external costs. This option would also require dispensation from the financial regulations to renew the existing Idox support and maintenance contract to allow enough time (at least another 2 years) for the tender process and implementation to be completed.
- Given the current level of user satisfaction with the existing solution, timeframes available and the additional costs of purchasing and migrating to a suitable alternative software solution, this option was not considered viable.

Background Papers:

Published Works:

Affected Wards:

Citywide

Colleague / Councillor Interests:

Consultations:

Those not consulted are not directly affected by the decision.

Crime and Disorder Implications:

none

Equality:	EIA not required. Reasons: A Equality Impact Assessment (EIA) is not required as the project seeks to improve existing operational processes with no service, community or policy impact.
Social Value Considerations:	none
Any implications affecting IT:	Yes
Decision Type:	Portfolio Holder
Subject to Call In:	Yes
Call In Expiry date:	14/03/2022
Advice Sought:	Legal, Finance, Procurement, IT
Legal Advice:	<p>There are no legal concerns arising from this decision. The contract will be procured under a compliant framework.</p> <p>Advice provided by Naomi Vass (Senior Solicitor) on 11/02/2022.</p>
Finance Advice:	<p>As this is a continuation of a core service, this spend is required. Cost will be managed within the IT budget and will create no pressure on the MTFP.</p> <p>The £267,000 (relating to the full 5 years) GIS Planning Case Management System, With the service Period Initially covering 3 years (53k a year) with an option to extend for another 2 years.</p> <p>Advice provided by Paul Rogers (Commercial Finance Business Partner (G&D)) on 01/03/2022.</p>
Procurement Advice:	<p>Procurement Team have met with the GIS Team to discuss their procurement options. As NCC bought out the licenses to use the software in perpetuity in 2017, they only require support and maintenance of the system going forward. To this end, a support and maintenance contract will be awarded to IDOX via the Crown Commercial Services DAS Framework which is a compliant route to market being the system requirements are intrinsically linked and offer best value to the Authority. Therefore, I have no procurement concerns. (Advice provided by Louise Dobson, Lead Procurement officer 3.2.2022) Advice provided by Louise Dobson (Business Support) on 03/02/2022.</p>

IT Advice:

The IT Service supports the proposal made in this delegated decision.
The Idox system has proven itself to be a reliable product and operates using technologies currently used and supported by the Council.
Advice provided by Paul J. Burrows (IT Change, Projects & Strategy Manager) on 04/02/2022.

Signatures

Linda Woodings as Portfolio Holder (PH Housing, Planning and Heritage)
SIGNED and Dated: 07/03/2022
Sajeeda Rose (Corporate Director of Growth & City Development)
SIGNED and Dated: 04/03/2022