

# Nottingham City Council Delegated Decision



**Nottingham**  
**City Council**

Reference Number:

4716

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Department:

Finance and Resources

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Subject:

Procurement of a New/Replacement Case Management System for Legal Services

Total Value:

£664,963.20 (Type: Revenue)

Decision Being Taken:

To approve the spend to replace Legal Services current case management system which will not be available from December 2022. Authority is sought to enable legal services to undertake a procurement exercise to comply with the council's contract procedure rules. Given the estimated value of the contract, this would be going out to tender/using a framework agreement through BOS - CCS Crown Commercial Service. Over five years with a suggested break clause at 3 years for the term of the contract. To delegate authority to the Director of Legal Services to enter into a contract to replace the outdated current system that will reach the end of life in December 2022. to replace both the current desktop application and server hardware. To delegate authority to the Director of Legal Services to procure the latest software to manage legal documents for all of Legal and Governance.

**Reasons for the Decision(s)**

**Case for replacing the current Legal Services Case Management System**

The current Legal Services case management system, Evolution, has been in use since 2005. However, due to circumstances beyond the Council control it will no longer function beyond January 2023. Evolution is a legacy system that is no longer being developed, supported or sold by Advanced Legal our current provider. It was designed for and run on an earlier version of Microsoft operating software and is no longer compatible with the latest Microsoft Office applications following significant investment by the Council. There are ongoing serious and significant risks with Legal Services case management system requiring significant investment. The situation is now critical. Evolution is stored on its own server which will not run beyond January 2023. The situation is now critical as IT have no plan or budget in place beyond January 2023 when the server is decommissioned. This leaves the Council in a vulnerable position and opens the Council up to security risks if urgent action isn't taken.

Immediate action is needed to

- a) offer an improvement to the current situation, but also
- b) to avoid discontinuity of service as the existing application moves to a status of 'end of life'.

Evolution is a legacy system that is no longer being developed or sold by Advanced legal, so is no longer compatible with new operating systems or third-party software.- crucially - whilst Evolution continues to function with Microsoft applications, Microsoft will not address any security vulnerabilities that may be discovered this does put the system and the data held therein at risk. From a risk management perspective, by running an unsecure and 'end-of-life' 2008 Server, the council is subjecting some extremely sensitive data to potential cyber-attacks. Any loss of this data could lead to a breach in the General Data Protection Regulations. These critical issues are causing significant problems for users daily. The costs to the Council for running an aged system and the time this wastes in officer productivity. Based on an average salary of £32k per annum, we estimate the inefficiencies within the Legal Team are costing the Council circa £1 million per annum.

Since the Covid 19 pandemic the acceleration to move to more digital platforms to enable more efficient ways of working has increased significantly with colleagues increasingly working remotely. The presence of change shouldn't mean the legal teams have to completely overhaul everything they are doing - but it does mean that they need to be ready to adapt. Adapt to embrace new ways of working and new opportunities. The drive to digitise the legal process further - from the way client departments engage with legal all the way through to how the courts and government agencies are pushing for digital solutions to combat rising administrative costs.

Moving from Evolution to Advanced Legal Business (ALB) will better support our IT infrastructure as well as the significant investment that has already been made by IT and the Council. This will also improve a hybrid working model enabling legal colleagues to safely and securely access business critical applications. Improved Performance, Better Visibility, Improved time management.



<b>Briefing notes documents:</b>	Briefing note do not publish July 2022 V1.docx
<b>Other Options Considered:</b>	The option to do nothing is rejected as clear inefficiencies already exist within the current process.1. Continue "as we are" Not an option as the IT system will be decommissioned in December 2022. Produce an internal solution. Not congruent with IT policy or resource. 3. No case management system The service will become less efficient and a disproportionate amount of time and resource would be spent providing relevant, accurate and timely management information to stakeholders.
<b>Background Papers:</b>	N/A
<b>Published Works:</b>	None
<b>Affected Wards:</b>	Citywide
<b>Colleague / Councillor Interests:</b>	N/A
<b>Consultations:</b>	Those not consulted are not directly affected by the decision.
<b>Crime and Disorder Implications:</b>	Improve the operation for rule and law enforcement supporting legal work in enforcing them
<b>Equality:</b>	EIA not required. Reasons: EIA not required. Reasons: No change to policy, services or functions
<b>Social Value Considerations:</b>	Not applicable
<b>Any implications affecting IT:</b>	Yes
<b>Decision Type:</b>	Portfolio Holder
<b>Subject to Call In:</b>	Yes
<b>Call In Expiry date:</b>	16/09/2022

**Advice Sought:** Legal, Finance, Procurement, IT

**Legal Advice:** There are no significant legal issues raised by this ddm. Given the total estimated value of the contract and in order to comply with public procurement rules and the Council's Contract Procedure Rules, a procurement exercise will need to be undertaken. The system could also be procured through a framework agreement which is expressly permitted in the Council's Contract Procedure Rules and which would also comply with the Public Contracts Regulations 2015. Advice provided by Sarah O'Bradaigh (senior solicitor) on 28/07/2022.

**Finance Advice:** See attachment.  
Advice provided by Tania Clayton Perez (Commercial Business Partner) on 02/09/2022.  
Advice documents: Financial Advice - Legal Case System.docx

**IT Advice:** The IT Service support the proposals made within this delegated decision.  
The IT Service will support Legal Services on its usual project basis with the acquisition of a system to replace the current Evolution case management system. The IT Service will provide technical guidance to ensure that the new system conforms with the Council's technical standards and operating environment through its technical design process. The IT Service will work with Legal Services and the new system's provider to achieve a smooth implementation and transition to the new system.  
Advice provided by Paul J. Burrows (IT Change, Projects & Strategy Manager) on 26/07/2022.

**Procurement Advice:** The proposal involves using a framework for this procurement. The framework has specific call-off terms for awarding contracts. Provided the framework process is followed, the award of contract would be compliant with procurement law and therefore there would be no significant Procurement concerns. Advice provided by Paul Ritchie (Procurement Manager) on 19/08/2022.

**Signatures**  
Adele Williams (Portfolio Holder for Finance)  
SIGNED and Dated: 09/09/2022  
Clive Heaphy (Interim Corporate Director for Finance & Resources)  
SIGNED and Dated: 02/09/2022