

Operational Decision Record

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| Publication Date 16/05/2023 | Decision Reference Number 4941 |
| Decision Title | |
| Concerto CAFM System – Renewal 4-year contract (2+1+1) | |
| Decision Value | |
| £193,000 | |
| Revenue or Capital Spend? | |
| Revenue | |
| Department | |
| Building Services – Economic Development & Property - Growth & City Development | |
| Contact Officer (Name, job title, and contact details) | |
| Trevor Bone – Head of Building Services and Facilities Management - 07940306506 | |
| Decision Taken | |
| Renew the Computer Aided Facility Management (CAFM) (Concerto) contract onto a 4-year Contract (2+1+1) | |
| Reasons for Decision and Background Information | |
| <p>Background Information</p> <p>Concerto is currently Nottingham City Councils (NCC) chosen Computer Aided Facility Management (CAFM) software which was implemented in March 2016 and then had its contract extended for a further three years in May 2020 with an expiry of April 2023. If the contract is not renewed, then Concerto will be left unsupported by its manufacturer which may affect its performance and compromise the safety of NCC assets for colleagues, users, and visitors.</p> <p>Concerto enables property & facility managers to plan, execute and monitor all activities involved in reactive and planned preventative maintenance and enables long-term planning of space, facilities, maintenance, services, and budgets to ensure full alignment with core business needs. Concerto also ensures that all property site records are centralised and that the golden thread of information against the site is centralised, safe and securely.</p> <p>In July 2021, NCC appointed CIPFA Property (supported by Peopletoo) to undertake a fundamental review into the management of the Council's asset portfolios, how property related functions were delivered and to make recommendations as to how they could be optimally be delivered in the future. Their final report was received in December 2021 with a recommendation that</p> | |

NCC implement a Corporate Landlord (CLL) approach to the management of its property assets which was accepted by NCC. In February 2023 CIPFA/Peopletoo submitted a business case for NCC implementation of the CLL model which reviewed NCC CAFM infrastructure and concluded that NCC move to a single IT system to manage its property portfolio thus removing the need for multiple systems. The decision on which system is still be decided however development of existing or installation of a new CAFM would typically take 18 – 24 months from start to finish which is in line with this decision.

Other Options Considered and why these were rejected

None. Concerto is the CAFM system that NCC is familiar with and provides everything required to keep NCC asset portfolio legal, compliant, and safe whilst the final decision on which system best suits the CLL is made.

Reasons why this decision is classified as operational

Without Concerto (CAFM) the Council cannot manage its asset portfolio correctly, safely and legally and as such without it would expose the Council unacceptable risk and most certainly closure of facilities across the city. The decision is also worth under £250,000.

Additional Information

Finance Advice

The value of this decision is £193k covering a four-year period from 1st May 2023. The contract is broken down as follows:

Yr 1: Licence, Support & Hosting Fee - £45k and SSO Implementation days x 3 - £3k

Yr 2: Licence, Support & Hosting Fee - £45k

Yr 3: As year 2 plus RPI

Yr 4: As year 3 plus RPI

These total £183k before inflation. The additional £10k is to allow for the application of RPI and to allow for unforeseen items, such as any development time. The Concerto contract is currently paid from the Planned Maintenance budget and this will continue to cover the cost following renewal.

Advice provided by Sarah Baker, Senior Commercial Business Partner – Corporate Landlord, 14th April 2023.

Legal Advice

N/A

Procurement Advice

Due to the value of this contract, a compliant FTS tender process will be required. It is proposed that we will look to use the CCS digital marketplace for best results.

Although the recommendation is to set up a new contract with Concerto, an evaluation process still needs to be carried out. Procurement Team will work with Property to ensure compliance and best value is achieved. Therefore, I have no procurement concerns.

Advise provided by Louise Dobson, Lead Procurement Officer, 17.04.2023.

Risk Management Considerations:

1. Operationally NCC asset portfolio cannot be managed correctly and compliantly, and facilities will have to be closed until rectified.
2. Financially without the software NCC could not manage its maintenance spend across its asset portfolio in a compliant manner.
3. Health and Safety would not be able to be managed across the asset portfolio therefore facilities would have to be closed.

HR and EDI Considerations:

Not required.

Carbon Reduction and Sustainability Considerations:

Not applicable.

EIA and DPIA

Not applicable.

Decision Maker (Name and Job Title)

Sajeeda Rose (Corporate Director of Growth & City Development)

Scheme of Delegation Reference Number

7 (2a)

Date Decision Taken

15/5/23