

Justification for 5 software systems renewal.

Rent Accounting – One Year Renewal

Contract was originally signed with the supplier (NSC) in 2002 and is now renewed on a rolling annual basis. We are presently implementing a new system called IPAMS (Property Asset Management System) which Rent Accounting was due to be part of in 2018. However there has been some delays with implementing the IPAMS system and we require a further one year renewal whilst the new system is implemented.

Hornbill – One Year Renewal

All Customer communication within the IT Department is 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 plan is to move to Microsoft Service Manager 2018/19, which is included in our enterprise agreement, and the costs are minimal. However whilst this is implemented we need to renew for a further one year period to ensure that there is continuity in the service.

Macfarlane Voice – One Year Renewal

This system is used by 13 departments for call queuing. The Customer Service Programme are presently piloting a new version (Contact Plus), which if successful we could move users across too. We need to continue with the present system for one further year whilst this new system is tested.

Bartec Hosting – Two 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. We now wish to renew this software for a further period of two years whilst we review other alternative systems.

Confirm System – Two Year Renewal

The Authority has made a major investment in Confirm Enterprise system over the last 12 years. Confirm Enterprise is a multi-asset, multi-function system and can be used to reduce administration and improve work processes. The system is predominately used for call centre enquiries, highway work orders, highway inspections, highway asset management, and street works management. It is also used by community protection, waste management and street services. Confirm integrates with a number of key ICT business systems to ensure daily business processes are delivered. There are no viable technology alternatives to this software system without additional capital and revenue costs incurred as a result of re-

licensing, consultancy and staff re-training costs at this time. The company (Pitney Bowes) which own the intellectual property rights to Confirm Enterprise is the only provider of the level of support and maintenance required. This means that products and services required cannot be tendered for. As business requirements change the number of licences required is likely to reduce, the business, would therefore like to renew for a further 2-year period, on a year-by-year basis, to give us the opportunity to reduce the number of licences annually.