

Justification for Four 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 long term plan is to move to another product after April 2020, which forms part of our Microsoft enterprise agreement.

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. In the meantime we will still need support for the current system hence the reason we need to renew support and maintenance for a further year.

Macfarlane Voice – One Year Renewal

This system is used by 13 departments for call queuing. Under the present contract dated 17th August 2012 we can extend the term of this contract until August 2020. This extension will provide us with sufficient time to review our requirements, market test and Implement a new solution.

Citrix Advantage Subscription and Software Maintenance

There are a number of Citrix software products in use within the Council (such as Citrix XenServer, XenApp, XenDesktop, Access Gateway) which need to continue to be under a maintenance and software agreement. Without this maintenance, the Citrix products are at risk of becoming outdated and non-compliant with security and legislative requirements. As business requirements change the number of licences required is likely to reduce, the business, would therefore like to renew for a further 1-year period, to give us the opportunity to reduce the number of licences annually and also the flexibility to review technologies and options whilst being fully supported for all the live users in the current setup.