

Justification for Seven-software systems renewal

Rent Accounting – One-Year Renewal

Contract originally signed with the supplier (NSC) in 2002 and now renewed on a rolling annual basis. We are in the process of submitting the business case for the new iPAMS system to our Corporate Director. Pending approvals and contract award, our implementation will take around 12-18 months therefore; we will wish to renew RAS for 2020/2021. We have had legal look at the RAS contract and they have initially advised that there does not seem to be a termination clause. We do not know what kind of exposure this presents currently, hence we will need to have a new system in place before we think about ending the existing contract.

Hornbill – One-Year Renewal

All Customer communication within the IT Department 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.

Bartec Hosting – One-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. The business are now looking at alternative products but wish to renew for one further year whilst they tender. Award and implement a new solution.

Capita One Education (EMS) – Three-Year Renewal

Each year the Council must purchase Capita One maintenance in order to receive technical support, updates, etc for the list of business modules of the application used by a number of business areas in Children and Adults including:

- School Admissions
- Attendance and Exclusions monitoring
- Early Years
- Virtual School
- Special Educational Needs
- Child Support Services / Education Welfare
- Connectivity to schools SIMS systems
- A number of citizen-facing "self-serve" portals

There are no viable technology alternatives to this without incurring re licensing, consultancy, data conversion and staff re-training costs, which would be well in excess of the annual software cost.

As business requirements change the number of licences required is likely to reduce, but the business expects to remain with Capita One for at least a further three years and would therefore like to seek approval to renew for a further 3-year period, on a year-by-year basis, to give us the opportunity to reduce the number of licences annually.

I H S System – Three-Year Renewal

In today's global business economy, access to reliable, accurate technical information and data is crucial to making the best possible decision every time. IHS provides us with a source for engineering specifications, standards, manuals and technical publications codes, and training materials in hardcopy or PDF download. IHS enables our engineers and operational leaders to make informed critical business decisions that support our statutory/legislative obligation and requirements. Many similar companies cover only specific areas whereas I H S covers all areas and offers us a stable and safe environment and for this reason, it is appropriate to continue with this company. We have spoken to the business users of the system and they wish to continue with this system, for the detailed reasons above, for a number of years. We are therefore seeking approval for a further three-year period.

Oracle – Three-Year Renewal

The Oracle database system supports the main Council systems, including Northgate Housing, Northgate Revenues and Benefits, Capita One, GIS System, Workplace Parking System, Rent accounting and many other systems. There is no alternative solution, as some of these systems will not work without the support of the Oracle Database System. We are therefore seeking approval for a further three-year period.

Open Text – Two Year Renewal

Open Text, known locally as Castle, is an electronic document management system (EDMS) principally holding scanned images of HR and Finance documents. The scanned documents are a mix of archive and live records. The Open Text system is integrated with other application systems. The Strategy & Resources Corporate Directorate have commenced a project to seek alternatives for the current Open Text product. This project will need to consider both technology and information governance issues in relation to the stored document and whilst it is being conducted the Council will need to continue to maintain the current system. It is anticipated that it may take up to two years to move to an alternative supplier and ensure all data is successfully moved across we therefore wish to renew support for a further two years.

The cost of the continued support of the Open Text system will be met from the IT Efficiency Fund.'