

ICT SOFTWARE CONSOLIDATION – LICENSING TENDER AWARD

Submitted by: Head of Customer and ICT Services

Portfolio: Communications, Transformation and Partnerships/Finance and Budget Management

Ward(s) affected: N/A

Purpose of the Report

To inform Cabinet of the award of a contract for ICT licensing software following a competition within a Government Procurement Services framework.

Recommendation

That Cabinet notes the award by the Executive Director (Resources and Support Services) of a three year contract to Civica UK Ltd for the supply of ICT software for the Council's Licensing Service.

Reasons

To support the Council's ICT consolidation agenda; to remove a stand-alone, legacy system in Licensing and to make financial savings.

1. Background

- 1.1 In June, Cabinet approved the ICT Review and Consolidation programme, in relation to ICT software contracts. This initiative will make significant savings and improve value for money whilst putting in place a strategic way forward to increase ICT efficiency.
- 1.2 Within this programme the Council's licensing software is scheduled for review during 2014. This will take place alongside a wider review during that year of our software that is location based which includes Geographic Information Systems; Land and Property Gazetteer Management; Development Control; Building Control; Estates and Asset Management; Land Charges; Facilities Management; Environmental Health and Housing.
- 1.3 In the short term the opportunity has arisen to improve efficiency and to make savings by replacing the Council's current licensing software system with a solution that integrates it with the Council's strategic software systems. This removes a legacy system, enables more efficient working between Licensing and Environmental Health and takes advantage of immediate cost savings.
- 1.4 Making these changes to the licensing software on the basis of a three year contract from 2012 will align a second licensing software review with the wider strategic review of spatially enabled software starting in 2014. Any further, consolidated contracts involving licensing which may offer further savings would start during 2015/16 as detailed in the programme.

2. Issues

- 2.1 The company providing the Lalpac system was recently bought by Idox plc. This company also supplies the Council's 'Uniform' software used in areas such as Development Control, Building Control and Land Charges. The current annual charges for the Lalpac system total £16,999.

- 2.2 Your officers created a specification detailing the requirements of the new licensing software. In brief these were:
- the new licensing software needed to cover the full range of licensing functions including the Licensing Act 2003, Taxi and Private Hire licensing and the Gambling Act 2005;
 - the system must offer modules covering license applications, renewals and issuing;
 - applications must be capable of being made online and an online register of applications and licenses granted must be available.
- 2.3 Due to the close working arrangements between Licensing and Environmental Health, it was essential that a new software system integrated with the Council's Environmental Health software, currently 'APP' provided by Civica. The system was required to integrate with several of the Council's core systems; electronic document and records management system (EDRMS) and the customer relationship management (CRM) system, together with the being capable of interfacing with the Council's infrastructure.
- 2.4 Following the running of a competition within a GPS framework, bids were received from one supplier. This was from the company that currently provides the Council's Environmental Health and Housing software with which the licensing system must closely integrate. This single bid has been evaluated by officers in relation to quality and cost using the evaluation criteria identified to suppliers in the specification.
- 2.5 The annual cost of the current Lalpac licensing software contract is £16,999. This increases each year in line with the retail price index (RPI). The cost over the next three years would be £50,997 (plus RPI). The cost of the new contract is a one-off payment of £20,600. Broadly, this covers software licenses, data transfer from the old system to the new, support with integration and configuration to other Council systems and staff training. Annual maintenance is provided at no extra charge to the current Environmental Health software contract. The new contract represents a saving to the Council of approximately £30K in software costs over three years.
- 2.6 In addition, removal of the legacy licensing system and consolidating on the existing Environmental Health software supplier enables efficiencies to be made by ICT in terms of infrastructure, data storage, maintenance and backup. The removal will result in the decommissioning of a database and the release of a significant volume of data storage space used for the Lalpac application, which can be used by other applications. The consolidation onto an existing strategic system will reduce the risk of failure and simplify the system maintenance.
- 2.7 Approval has been obtained from the Executive Director, Resources and Support Services to award a three year contract to Civica UK Ltd., in accordance with Standing Orders.

3. **Options Considered**

- 3.1 Await the outcome of the wider, strategic review in 2014.

4. **Proposal**

- 4.1 That Cabinet notes the award by the Executive Director (Resources and Support Services) of a 3 year contract to Civica UK Ltd. for the supply of ICT software for the Council's licensing service.

5. **Reasons for Preferred Solution**

The solution enables:

- the removal of a legacy system
- integration between dependent systems
- advantage to be taken of shorter term savings ahead of 2014
- accordance with the ICT Review and Consolidation Strategy

6. **Outcomes Linked to Sustainable Community Strategy and Corporate Priorities**

- 6.1 Transforming our Council to achieve Excellence – through managing our resources better and maximising the use of its ICT to drive through efficiencies.

7. **Legal and Statutory Implications**

There are none. The decisions taken are in accordance with the Council's Standing Orders and with the European and UK Procurement Rules.

8. **Equality Impact Assessment**

No differential impact has been identified.

9. **Financial and Resource Implications**

The new contract represents a saving of approximately £30K over the next three years against current costs.

10. **Major Risks**

The licensing software is unable to meet the requirements of the service in an effective, efficient and lawful way. This risk is mitigated by the fact that the new software is one of the market leaders from a known and trusted supplier, already in use in other Staffordshire and national authorities.

11. **Key Decision Information**

This is not a key decision.

12. **Earlier Cabinet/Committee Resolutions**

There are none

13. **Background Papers**

Strategic Review and Consolidation of ICT Systems, Cabinet, June 2012