



# EXECUTIVE BOARD DECISION

<b>REPORT OF:</b>	Executive Member for Digital and Customer Services, Executive Member for Environment & Operations
<b>LEAD OFFICERS:</b>	Assistant Director CE, Strategic Director of Environment & Operations
<b>DATE:</b>	Thursday, 13 April 2023

**PORTFOLIO/S AFFECTED:** Environment & Operations

**WARD/S AFFECTED:** (All Wards);

**KEY DECISION:** N

**SUBJECT: Procurement of new software solution for Regulatory Services**

## 1. EXECUTIVE SUMMARY

The purpose of this report is to seek approval to procure a new software system to manage the provision of Environmental Health, Trading Standards and Housing information management.

## 2. RECOMMENDATIONS

That the Executive Board:

- Approves the procurement of the new software through the Crown Commercial Services (CCS) Vertical Application Solutions (VAS) framework RM6259 for a 5 year period with the option to extend for a further five number one year periods.
- Notes that a further report will be presented to the Executive Board for approval following the tender exercise to award the contract including the full financial implications once known.

## 3. BACKGROUND

In 1994, the Council started to use the current software system in the Environmental Health Service. Since then its use has spread to other service areas. It is now used widely in Public Protection, Private Sector Housing, Environmental Services, Home Improvement Service, Housing Assistance and the Contact Centre, which also has access to log request for service from the public.

The solution is the sole database used in several service areas and the history and intelligence held in the database is invaluable to the continued high standard of service delivery provided by the Council. The system also contains a huge volume of reports, details of prosecutions, evidence, correspondence, and other documentation which is required to be accessed.

The current provider of the software, Civica has announced that the current software provided to the Council will no longer be supported after the 31<sup>st</sup> March 2024. The provider has developed a new system to replace the existing system although there are currently no Councils who have gone live with the whole of the new solution. This gives the Council no option but to consider replacing the current system.

For the procurement route there were a number of framework options considered;

Direct award through the RM6259 framework. This framework allows for direct award where a software system is already in use by a Council and the offering is listed on the marketplace. Although the Council could award using this mechanism to Civica the move to their new product is essentially the same as moving to a new provider and therefore was rejected as the Council should test the market to demonstrate value for money.

Competition through the governments GCloud framework. This was rejected due to the maximum length of contract allowed being only 4 years which is not sufficient for a contract of this magnitude and also from previous investigations where it was found that prices on the framework for larger requirements are more expensive than through a formal procurement process.

The Department is therefore seeking approval to tender this through CCS which is an executive agency and trading fund of the Cabinet Office. This will be tendered through the VAS framework RM6259 lot 3 which is being launched on the 28<sup>th</sup> March; the framework is for housing, environmental and planning solutions of which regulatory services is an element. The framework includes 29 suppliers of these systems and includes the main providers to local government for the software required.

The tender will be evaluated according to the following criteria;

Social Value – 15%  
Price – 40%  
Quality – 45%

The Department will be tendering for a new cloud based software solution which is expected to bring a number of benefits;

- There is no mobile working or offline mode currently, having the ability to access the system from any location or device will boost productivity.
- As part of the implementation there will be an opportunity to review existing processes and procedures to look for efficiencies.
- The current solution does not link with any other systems in the Council, by having this capability will enable the Council to hold a single view across systems.
- Moving to a cloud based solution puts the onus onto the supplier to perform upgrades and manage the infrastructure freeing up internal resource time.
- Suppliers are no longer investing in on premise solutions forcing a move to cloud hosted solutions.
- The current solution cannot integrate with the Council's planned reporting system 'Power BI', this will give better analytics informing service improvement and demand management.

Tendering for a modern forward-thinking software system should provide the opportunity to modernise our services to suit our evolving citizen and operational needs, providing processing efficiency and reduced administration via process automation (where appropriate) and increases operationally active time, increasing the productivity of teams without the need for increasing team costs / staffing at a time when demands on our services are rising.

#### **4. KEY ISSUES & RISKS**

- The current system is going end of life giving the Council no option but to replace the system
- Without replacement the ability to comply with our statutory duties may be compromised.
- The current solution is hosted in the Councils data centre, over recent years the market has seen a shift from on premise solutions to those hosted by the supplier. This has meant that

suppliers are now no longer investing in on premise solutions and are implementing modules that are only available to customers who move to their hosted solution in the Cloud;

- Time for Procurement and Implementation and the low number of competitors will make this a challenging implementation. An early decision on the preferred option will provide some mitigation against this.

## 5. POLICY IMPLICATIONS

The services covered by this tender and report recommendations provide important multiple regulatory services across the Council that contribute to the delivery of the Council Priorities.

## 6. FINANCIAL IMPLICATIONS

A capital budget of £200k is already in the capital programme for next year. The final costs for the new solution will not be known until the tender exercise has been completed and will subject to a further Executive Board report once known.

## 7. LEGAL IMPLICATIONS

The procurement process complies with the regulations of the Council's Contract and Procurement rules and the Public Contract Regulations 2015.

The Contract covers multiple areas which are covered by statutory legislation;

- Environmental Protection Act 1990 legislation includes the control of emission into the environment and action against statutory nuisance.
- Food Safety Act 1990, Health and Safety Act work Act, Pollution prevention and Control Act, Public Health Act includes a list of legislation enforced by Commercial Environmental Health.
- Public Health (Control of Disease) Act
- Clean Air Act 1993
- Housing Act defines mandatory licensing of Houses in Multiple Occupation (HMO) and provides for enforcement against poor private rented property.
- Consumer Protection Act covers the remit of Trading Standards

## 8. RESOURCE IMPLICATIONS

IT resources for the new solution will be built into existing works plans. There will be a requirement under the project for staff backfill to be provided within public protection due to the amount of work involved.

## 9. EQUALITY AND HEALTH IMPLICATIONS

**Please select one of the options below. Where appropriate please include the hyperlink to the EIA.**

Option 1  Equality Impact Assessment (EIA) not required – the EIA checklist has been completed.

Option 2  In determining this matter the Executive Member needs to consider the EIA associated with this item in advance of making the decision. *(insert EIA link here)*

Option 3  In determining this matter the Executive Board Members need to consider the EIA associated with this item in advance of making the decision. *(insert EIA attachment)*

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**10. CONSULTATIONS**

Consultations have occurred with all affected service areas within the Council.

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**11. STATEMENT OF COMPLIANCE**

The recommendations are made further to advice from the Monitoring Officer and the Section 151 Officer has confirmed that they do not incur unlawful expenditure. They are also compliant with equality legislation and an equality analysis and impact assessment has been considered. The recommendations reflect the core principles of good governance set out in the Council's Code of Corporate Governance.

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**12. DECLARATION OF INTEREST**

All Declarations of Interest of any Executive Member consulted and note of any dispensation granted by the Chief Executive will be recorded in the Summary of Decisions published on the day following the meeting.

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<b>VERSION:</b>	<b>1</b>
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<b>CONTACT OFFICER:</b>	<b>Peter Hughes</b>
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<b>DATE:</b>	27/03/2023
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<b>BACKGROUND PAPER:</b>	None
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