

EXECUTIVE MEMBER DECISION



REPORT OF:	Executive Member for Digital and Customer Services, Executive Member for Environment & Operations
LEAD OFFICERS:	Assistant Director CE, Strategic Director of Environment & Operations
DATE:	27 July 2023

PORTFOLIO/S AFFECTED:	Departments
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WARD/S AFFECTED:	(All Wards);
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SUBJECT: Award of Contract for Regulatory Services Software
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1. EXECUTIVE SUMMARY

To seek approval from the Executive Members to award to the successful bidder the contract for the provision of a new software solution to manage the provision of Environmental Health, Trading Standards and Housing information management.

2. RECOMMENDATIONS

That the Executive Member:

Approves the award of the contract to Idox Software Ltd for a 5 year period with the option to extend for up to a further 5 years, at 1 year periods.

3. BACKGROUND

A report was approved by the Executive Board in April 2023 to commence procurement for a new software system for Regulatory Services. This was due to the current provider announcing that the current software provided to the Council may no longer be supported after the 31st March 2024, giving the Council no option but to tender for a replacement system.

A subsequent report was then approved by the Executive Board in June 2023 for the budget approval associated with this project.

The software is used in the Environmental Health Service, Public Protection, Private Sector Housing, Environmental Services, Home Improvement Service, Housing Assistance and the Contact Centre. The solution is the sole database used in these 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 as well as being required for statutory regulation and management of services.

The procurement was undertaken in accordance with the strategy that was approved by the Executive Board in April with a tender being launched through the Crown Commercial Services Vertical Application Solutions framework. A total of 29 suppliers were invited to bid for the solution with 2 tender responses being received. It was expected that a limited number of companies would bid for this, as it is a niche market, 2 potential suppliers also pulled out of the tender process due to them not being able to comply with the Council's requirements for offline working. Due to the nature of

the services there was an expectation that Council officers would have to be able to update records, upload photos and be able to input inspection visits across the services where mobile signal is not available. A solution that could not deliver these would have been a detriment to the services and not support modern ways of working. A breakdown of the tender scoring is below;

Area	Idox Software Ltd	Supplier B
Business Quality Requirements (30%)	22.42	21.67
Non Functional Quality Requirements (15%)	9.41	10.61
Price (40%)	40	32.81
Social Value (15%)	5.4	5.4
Total	77.23	70.49

Tenders were evaluated using a method known as MEAT (Most Economically Advantageous Tender) with the recommendation from the panel that the contract be awarded to Idox Software Ltd as they had the highest score.

Idox are the market leader in the provision of case management software for regulatory services with 61% of local authorities using them for licensing and 52% for environmental health. With their experience and the strength and depth of their solutions this reduces the risk of not being able to implement the solution in time. The Cloud based solution that they provide is highly configurable, adaptable and has the ability to deliver the latest enhancements to customers as soon as they become available. The solution also empowers users to be able to work remotely allowing them to work anywhere even when offline with data synced to the main solution when a connection is available. This ensures that officers do not have to re-key information back at the office, ensuring information is updated quickly and efficiently.

The chosen solution demonstrated that they could meet the Councils requirements for a modern system whilst empowering our officers to be able to do more for Citizens.

4. KEY ISSUES & RISKS

The current system is going towards its end of life, giving the Council no option but to replace the system

- Without replacement the ability to comply with our statutory duties would be compromised, leaving the council open to legal challenge, as it would not be able to deliver its statutory functions in regulatory areas of service, plus also any resultant reputational damage.
- The timeline for implementation will make this a challenging implementation.

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

Revenue Implications

The annual revenue cost for the chosen solution came in under the amount approved by the Executive Board, the amount required will reduce by £23k per annum easing budget pressures.

Capital Implications

A total Capital budget of £550k has been allocated to the project, the supplier implementation costs came in £118k less than expected by the team. It is proposed that this additional money remains in

place for the time being until the project has progressed and any future reduction will reported through to the Executive Board as part of corporate capital budget monitoring.

7. LEGAL IMPLICATIONS

The procurement process used complied with the regulations of the Council's Contract and Procurement rules and the Public Contract Regulations 2015. All contracts and contract variations will be in a form approved by legal officers in the Commissioning and Procurement team.

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, particularly for data migration to the new system.

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)*

10. CONSULTATIONS

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

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.

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 and published if applicable.

VERSION: 1

CONTACT OFFICER: Peter Hughes

DATE: 25/07/2023

**BACKGROUND
PAPER:**

Executive Board Decisions;

13/04/2023 – Procurement of new software solution for Regulatory Services

06/07/2023 – Budget approval for new software solution for Regulatory Services