



EXECUTIVE MEMBER DECISION

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| REPORT OF: | Executive Member for Resources |
| LEAD OFFICERS: | Director of HR, Legal and Corporate Services |
| DATE: | 31/05/2018 |

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| PORTFOLIO/S AFFECTED: | Resources |
| WARD/S AFFECTED: | All |

SUBJECT: Award of contract for replacement legal case management system

1. EXECUTIVE SUMMARY

To advise the Executive Member of the activity undertaken in relation to a new contract to provide a legal case management system to the Council.

2. RECOMMENDATIONS

That the Executive Member:

Approves the award of the contract for a replacement legal case management system to the highest scoring bidder for a period of 5 years, with the Council having the option to extend for a further period of up to 5 years.

3. BACKGROUND

The Legal Services Department currently use a Case Management System provided by Lexis Nexis. Visual Files was introduced to the Council in 2010 to replace the aged SolCase system, also provided by Lexis Nexis in 1997. A decision was taken not to transfer all of the old cases in to Visual Files in 2010; therefore we currently run both systems and pay licenses for each. This implementation is intended to remove SolCase completely and reduce the annual revenue costs associated to running a legal case management system.

A business case was produced which was presented to management board where it was approved to progress. From market research there were 3 main systems that were used none of which supplied through the standard frameworks, this left the option to proceed with an OJEU open procedure.

The invitation to tender (ITT) asked each bidder to respond to 159 questions regarding the functionality and operation of their system(s) with responses being invited for both on premise and Cloud based solutions (i.e. systems to be hosted either on Council premises or to be hosted by the supplier, or their named partner, and accessed via a secure internet connection meeting the UK Government mandated security requirements).

The bids were evaluated by a panel which consisted of 4 main panel members and a further 4 members who were experts in particular fields. A total of 3 responses were received with the scores outlined in the table below;

| | Bidder A | Bidder B | Bidder C |
|-----------------------------------|----------|----------|----------|
| General Requirements (2%) | 0.9 | 1.5 | 1 |
| Legal Requirements (45%) | 29.05 | 33.99 | 24.49 |
| Non-Functional requirements (20%) | 14.42 | 14.85 | 12.24 |
| References (3%) | 2 | 2 | 2 |
| Total cost of ownership (30%) | 23.47 | 30 | 0 |
| Total Score | 69.84 | 82.34 | 39.74 |

It is therefore recommended that the Council awards the contract to Bidder B who had the highest overall score in both quality and price.

4. KEY ISSUES & RISKS

- The support from LexisNexis is limited
- It is considered that the annual maintenance costs are high when compared to other market offers
- Currently the business support spend time manipulating documents outside of the case management system and then manually collating court bundles, this may continue to some extent but the delivery of the court bundles will be electronic therefore resulting in savings on stationery, printing and courier services.
- A system administrator is included who will be provided full system training as part of the implementation. Implementing a new solution would involve in-depth training for all users and the appointment of a system administrator/super user will ensure that there will be ongoing development of workflow and appropriate office-based training available to users.
- Management Information is necessary to enable the business to focus on their performance against service levels and legislative targets. There are some Management Reports available in Visual Files but the system is no longer fit for purpose. Legal case management systems tend to need replacing approximately every 10 years

5. POLICY IMPLICATIONS

The new legal system will be pivotal to managing the legal case management workload of the organisation going forward and as such is intrinsic to delivering the Council's Corporate Priorities. Specifically, the new system will support the delivery of the Council's Corporate Plan objective;

Delivering high quality services – a well-managed authority which is fit for the future; efficient and effective; and continuing to use the best possible business models to deliver excellent services

6. FINANCIAL IMPLICATIONS

A capital budget for the scheme of £168k was previously approved and included in the report to Finance Council funded through ICT earmarked reserves.

7. LEGAL IMPLICATIONS

The procurement process outlined above, using an OJEU open tender process, complies with the Council's Contract Procurement Procedure Rules and EU procurement law.

Advice has been, and will continue to be taken as appropriate from the Legal Services and Procurement teams to ensure compliance with procurement rules and law.

As part of the procurement process, the final contract will be in a form approved by Legal Services.

8. RESOURCE IMPLICATIONS

There will be an impact on legal and ITM&G Team resources for the implementation which will be factored into existing work plans.

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

Initial consultation has occurred with service users and further consultations will follow over the forthcoming months as part of the system implementation.

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

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| DATE: | 31/05/2018 |
| BACKGROUND PAPER: | None |