

DECISION TITLE: Award of contract for Electronic Document Management Solution
ENTER NAME OF CABINET MEMBER EXERCISING DELEGATED POWERS Deputy Leader and Cabinet Member for Corporate Governance & Finance Councillor John Howard
ENTER MONTH IN WHICH DECISION IS BEING TAKEN May 2024
Deadline date: May 2024

Cabinet portfolio holder:	John Howard – Deputy Leader and Cabinet Member for Corporate Governance & Finance
Responsible Director:	Cecilie Booth - Executive Director of Corporate Services and S151 Officer
Is this a Key Decision?	YES If yes has it been included on the Forward Plan: YES Unique Key decision Reference from Forward Plan: KEY/11MARCH24/08
Is this decision eligible for call-in?	YES
Does this Public report have any annex that contains exempt information?	NO

RECOMMENDATIONS
The Cabinet Member is recommended to:
<ol style="list-style-type: none"> 1. Approve the contract award of the IT solution supporting most services via the CCS VAS framework to NEC (supplier of I@W) with commencement date 30th April 2024 for a five-year contract period and two optional one-year extensions. The estimated total contract value is £632,037. 2. Authorise the early termination of the current contract with NEC for this system with effect from 30 April 2024. This contract is due to expire on 29th April 2024 and its early termination shall enable alignment with the newly procured solution. Early termination is by way of mutual agreement between the Council and supplier and of no cost to the Council.

1. PURPOSE OF THIS REPORT

1.1 This report is for Deputy Leader and Cabinet Member for Corporate Governance and Finance to consider exercising delegated authority under paragraph 3.4.2 of Part 3 of the constitution in accordance with the terms of their portfolio at paragraph 3.4.9

2. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
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3. **BACKGROUND AND KEY ISSUES**

3.1 Information@Work (now known as NEC Document Management) is an Electronic Document Records Management System (EDRMS) that holds several million documents, many linked to major line of business systems. The solution is currently on a version that is no longer supported.

The Cabinet Member is being asked to approve the Contract Award to move the current Information@Work system to being cloud hosted, including the upgrade of the same system to enable it to be fully supported by the supplier, NEC.

The benefit of this contract is to support our IT Strategy of moving towards being cloud based, this will aid with data security due to the cyber security rules. The system is overall is an improved and more efficient than the current one.

The proposed contract is 5 years, support & maintenance, cloud hosting. The outcome, if agreed, is a guaranteed long-term provision of a known and developed IT system.

59 file systems have been developed in I@W for a wide variety of services across PCC, such as, Educational Psychology, Local Taxation, Governance, Housing Options, Benefits and Planning. I@W was, and is still, used very differently across these services; in some services it is used just as a document store, e.g. Building Control, Planning Services, but in other services it is their line of business, e.g. Blue Badges, Occupational Health, etc, or used in combination with other systems utilising its document workflow and letter templates, e.g. Benefits, Local Taxation, Insurance, etc.

The largest file system was Benefits with approximately 1.8m documents, followed by Planning (515k), Local Taxation (500k) and Building Control (202k). By March 2018, the total number of stored documents had increased to 7.2m; the largest file system was still Benefits with approximately 3m documents, followed by Local Taxation (995k), Planning (848k), Accounts Payable (533k), Housing Options (356k) and Building Control (317k).

Key Issues

If this recommendation isn't approved, the current on-premise solution would not be fit for purpose, as it is outdated and un-supported. It also wouldn't be part of the cloud, which has a security implication as well as it not being in line with the IT Strategy.

Procurement Process

The Council shall award the contract via the publicly available Crown Commercial Service's Vertical Application Solutions (VAS) Framework RM6259 which enables direct award to a supplier. Direct award offers a straightforward way to buy products and services from VAS without the need to run a further competition. The benefit of direct award offers compliant purchasing, without the need for further competition.

4. **CORPORATE PRIORITIES**

4.1 *Consider how the recommendation links to the Council's Corporate Priorities:*

1. *The Economy & Inclusive Growth*

Procurement of Information, Document & Case Management Software – Information@Work from NEC Software Ltd. This is a re-procurement as we migrate from an on-premises solution to a cloud solution. There is no anticipated negative impact on the council's carbon emissions and on the environment.

2. *Our Places & Communities*

There will be no change/impact.

3. *Prevention, Independence & Resilience*

There will be no change/impact.

4. *Sustainable Future City Council*

The cloud hosted solution allows us to get value for money, provides a structure for our staff to put the support of our customers at the heart of the system, ensuring robust governance and oversight, a secure platform that can be used in the office, at home or on the road. The system allows us to flex the data we hold to provide insight and enables service delivery that fits the needs of our residents.

5. **CONSULTATION**

5.1 *List here any consultations already undertaken / completed, with dates and outcome. Include consultation with Ward Councillors where relevant.*

No consultation required. There were no consultations held as this is a re-procurement and upgrade of an existing contract for a well-used EDRMS (over a million documents current held on system)

Has this recommendation been considered by the below? If not, please provide reasoning.

- *Corporate Leadership Team (CLT)*
- *Cabinet Policy Forum (CPF)*
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Cecilie Booth (Executive Director of Corporate Services and s151 Officer) has requested this governance process is followed, and CLT/CPF is not required.

Please also consider whether the recommendation should also be considered by the following:

- *Financial Sustainability Working Group (FSWG)*
- *Group Leaders' Meeting*
- *All Party Policy (APP)*

Guidance on the items each group should see can be found here - [Meetings Pathway Guidance Link](#)

6. **ANTICIPATED OUTCOMES OR IMPACT**

6.1 The continued use of a well-developed and used system for all of PCC, with added elements to support security, and the strategy for cloud based.

7. **REASON FOR THE RECOMMENDATION**

7.1

The reason for this recommendation is that the current contract for this is due to end in April 2024, and with the current solution now being un-supported, a new solution would be required. The proposed recommendation would provide a cloud-based solution,

which makes it more secure against cyber-attacks, as well as supporting the IT Strategy of moving towards cloud-based solutions.

8. ALTERNATIVE OPTIONS CONSIDERED

8.1

Go out to market to seek a replacement solution via a competitive tender or mini competition. Change of solution would have a disproportionate impact on service delivery, as the solution is embedded into approx 50 services, with several million records managed within it.

Keep current system which is fast becoming unfit for purpose. Not an option, as we required a supported solution.

9. IMPLICATIONS

Financial Implications

9.1

Implementation:

Cloud onboarding: £52,384

NEC DM Consultancy: £23,750

Annual Charges:

Support and Maintenance:

30.04.2024 – 29.04.2025: £42,596 invoiced on or before 30.04.2024

30.04.2025 – 29.04.2026: £43,874 invoiced on or before 30.04.2025

30.04.2026 – 29.04.2027: £45,190 invoiced on or before 30.04.2026

30.04.2027 – 29.04.2028: £46,546 invoiced on or before 30.04.2027

30.04.2028 – 29.04.2029: £47,942 invoiced on or before 30.04.2028

Cloud Hosting Charges

01.12.2024 – 29.04.2025: £33,238 pro rata invoiced on the earlier of ready for go-live (i.e. when the software listed has been installed, tested by the supplier, and is ready for live operational use) or 01.12.2024

30.04.2025 – 29.04.2026: £70,876 invoiced on or before 30.04.2025

30.04.2026 – 29.04.2027: £73,002 invoiced on or before 30.04.2026

30.04.2027 – 29.04.2028: £75,192 invoiced on or before 30.04.2027

30.04.2028 – 29.04.2029: £77,448 invoiced on or before 30.04.2028

Total Charges: £632,037

Legal Implications

9.2

IE Direct award via the Vertical Application Solutions Framework agreement (RM6259).

New NEC contract commencement date 30th April 2024 for a five-year contract period and two optional one-year extensions

Early termination of the current contract with NEC for this system with effect from 30 April 2024. This contract is due to expire on 29th April 2024 and its early termination shall enable alignment with the newly procured solution. Early termination is by way of mutual agreement between the Council and supplier and of no cost to the Council.

Legal have reviewed the Order Form and core terms for the call-off contract, and they are satisfied from a legal standpoint.

Equalities Implications

9.3 There will be no change to how the service is delivered to the workforce or professionals.

10. DECLARATIONS / CONFLICTS OF INTEREST & DISPENSATIONS GRANTED

10.1 None

11. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985) and The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

11.1 None

12. APPENDICES

12.1 *None*