LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: Cabinet Member Decision

Date: 20/01/2023

Subject: Infrastructure Asset Management System

Report of: Councillor Rowan Ree, Cabinet Member for Finance and Reform

Report author: Sean Dickson, Project Manager

Responsible Director: Jon Pickstone, Strategic Director for the Economy

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SUMMARY

Confirm on Demand is an asset management system used primarily by Highways and Parking. Teams around the council have been using Confirm on Demand on annual contract extensions since 2019.. A project has been established to procure a 2+1+1-year contract for software which provides the required functionality to users.

A procurement activity has taken place via the G-Cloud framework in accordance with the approach detailed in the previously published procurement strategy Appendix 1 the recommendation of this paper is to procure Confirm on Demand on a 2+1+1 contract as per the result of the procurement activities.

This proposal is supported by the Chief digital officer.

RECOMMENDATIONS

1. To note that Appendix 2 is not for publication on the basis that it contains information relating to the financial or business affairs of any particular person (including the authority holding that information) as set out in paragraph 3 of Schedule 12A of the Local Government Act 1972 (as amended).

2. To approve contract award to Brightly Software for Confirm on Demand using the G Cloud 12 framework, RM1557.12. Costs are contained in exempt Appendix 2 but the total value of the decision is for £580,190 over 4 years and will be funded from Digital services operational budget.

Wards Affected: All

Our Values	Summary of how this report aligns to the H&F Values
Building shared prosperity	In the last few years, we have made it easier to issue a wide range of Highways Licences by connecting the IASM (Infrastructure Asset Management

	System) to My Account (via Firmstep app). Most of the process is automated so officers can spend more time advising businesses. Activities on the highway are co-ordinated in the IASM to minimise inevitable disruption to residents and businesses.
Creating a compassionate council	The IASM helps us to gather data on the condition of the highways assets and keep in touch with stakeholders. It helps the service planning safety schemes (near schools, hospitals and places of worship), managing disabled bays and functional paving for white cane users. It also ensures a quicker response to incidents such as malfunctioning public lighting, potholes on the road and trips in footways to make the Borough as safe as possible for all users.
Doing things with local residents, not to them	The IASM in-built customer service module is directly linking repair jobs to the reporting of a fault or defect; the completion of the repair triggers an automatic e-mail to the customer who raised the issue. The system enables us to share more with residents. The solution shows the service activities on interactive maps and efficient dialogues with stakeholders
Being ruthlessly financially efficient	The current contract is a framework contract that needs to be renewed annually. By negotiating a longer contract with the provider, the Council is getting better value for money than via a shorter contract. The IASM combines tools to analyse the change in the condition of highways assets at the same time as past spending on maintaining these assets.
Taking pride in H&F	The service thrives on giving H&F the best maintained highway networks with well managed traffic. The new IASM contract will make the service more transparent by showing more of what we do to maintain and improve the road network, as well as the works we do with Parks and Housing.
Rising to the challenge of the climate	The system is able to connect with IoT

and ecological emergency	(Internet of Things) to enable us to collect and analyse data from Lamp Column, Air Monitoring Units and Gullies' Sensors. We'll be able to better target any action to save energy, to combat air pollution and prevent local flooding. The service is also responsible for the management records that enable us to care for close to 20,000 trees; the IASM is set up to keep track of the conditions of all our infrastructure assets, including trees.

Financial Impact

The financial impact of this decision is contained within exempt Appendix 2.

Brightly Software Limited have a credit check rating of 55/100 indicating it to be of low financial risk.

Alex Pygram, Finance Manager,09/09/2022

Verified by Andre Mark, Head of Finance, 27/09/2022

Legal Implications

The Council has legal powers to procure this system as it is incidental to a range of functions.

The value of the contract means that it is a public services contract under the Public Contracts Regulations 2015 (PCR). The procedure for advertising and competition set out in those regulations will therefore need to be complied with. The use of the G-Cloud framework meets this requirement as it has been advertised and procured in accordance with the PCR.

This will be a high value contract under the Council's Contract Standing Orders as its value exceeds the threshold for public services contracts (currently £213,477). The use of an existing framework which is compliant with the PCR is in accordance with CSO 19.1 which sets out the advertising and competition requirements for high value contracts.

John Sharland, Senior solicitor (Contracts and procurement) email: john.sharland@lbhf.gov.uk
Dated 22 August 2022

DETAILED ANALYSIS

Proposals and Analysis of Options

1. The proposal is for Confirm on Demand to be procured via Brightly Software, this is the incumbent supplier and the only software returned to our requirements via a G-Cloud search.

2. An initial market engagement exercise was undertaken to understand the extent of the availability within the market. There were responses from many potential suppliers and demonstrations of functionality were performed. Detail behind the original analysis can be found within the procurement strategy in Appendix 1.

Reasons for Decision

3. The reason for the recommendation is to deliver a modernised IT system with additional functionality. This procurement will help ensure financial efficiency and expansion of capability of the software used enabling greater efficiency. The system aids in providing critical income for the council, this runs into millions of pounds each year.

4. Following a G-Cloud search, Confirm on Demand was returned as the only suitable option as it matched all requirements, as detailed in Appendix 5, it is also the incumbent supplier – with whom the service is satisfied.

Equality Implications

5. A completed Equality Impact Assessment can be found under Appendix 3.

Risk Management Implications

1. The report recommends procuring a contract for the system software via a competitively procured framework, this is in line with the council's objective of being ruthlessly financially efficient. Having such a system in place supports the council holding good quality data on its Highways infrastructure assets and protects an important income stream.

David Hughes, Director of Audit, Fraud, Risk and Insurance, 19 August 2022

Climate and Ecological Emergency Implications

1. The nature of this project is to make changes to 'behind the scenes' IT systems and there will be no change for end users of H&F systems. There is a carbon cost to any technology system via infrastructure. There will be information from potential suppliers on the CO_2 impact of their system included in the evaluation. The carbon implication toolkit is included as Appendix 4.

Hinesh Mehta, Head of Climate Change, 22/08/2022

Digital Services and Information Management Implications

2.   Digital services are working with Highways and other users of the current infrastructure asset management system (Confirm) on this procurement, which aims to secure a longer-term contract that allows the service to focus on service delivery whilst ensuring a robust support model is put in place and a return on their system investment.

3.   IM implications: The Data Privacy Impact Assessment (DPIA) for infrastructure asset management system will need to be kept up to date to reflect any changes to the way that data is processed throughout this procurement. (Cloud) Supplier Security Questionnaires (CSSQs) must be completed by any prospective suppliers to ensure their systems comply with H&F's regulatory and information security requirements.

4.   Any supplier appointed as a result of this report will be expected to have a Data Protection policy in place and all staff will be expected to have received Data Protection training.

5.   Any contract arising from this report will need to include H&F's data protection and processing schedule. This is compliant with Data Protection law (the UK GDPR (General Data Protection Regulation (GDPR) 2016 as amended following Brexit) ; and the Data Protection Act (DPA) 2018).

Implications completed by: Cinar Altun, Strategy Lead

Social Value Implications
1.   The supplier has committed to including social value contributions totalling 10% of the overall contract value. In the first two years of the contract the annual value of the contributions totals £14,050. The specifics of the activities surrounding the contributions will be worked through with the Social Value Lead following signing of the contract.

LIST OF APPENDICES

Appendix 1 – IAMS Procurement Strategy
Exempt Appendix 2 – Detail of financial impact NOT FOR PUBLICATION
Appendix 3 – Equality Impact Assessment
Appendix 4 – Climate Implication Toolkit

Appendix 1 – IAMS Procurement Strategy – Published on the link below:

[Decision - Procurement strategy for Infrastructure Asset Management System | LBHF](#)