

LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: Councillor Andrew Jones, Cabinet Member for the Economy
Councillor Rebecca Harvey, Cabinet Member For Social Inclusion And
Community Safety

Date: 23/03/2023

Subject: Award Of Contract For The Council's Land And Property-Based IT
Case Management System

Report author: David Murtagh, PMO Analyst, Environment services, and Chaya
Bandodkar, PM Digital services

Responsible Director: John Pickstone, Strategic Director for the Economy
Bram Kainth, Strategic Director for the Environment

SUMMARY

The Land and Property-based IT system is used by Planning Services, Environmental Health, Licensing, Trading Standards, Building Control and Land Charges to deliver land and property statutory services.

H&F carried out a procurement in 2022 to procure a new contract for the Land and Property system. The incumbent was unsuccessful, and a project is underway to move to the successful supplier. In order to maintain service continuity, it is necessary to award a contract to Idox Software Limited for a period of 18-months to safeguard our services and data pending the completion of the migration.

This proposal is supported by the Chief digital officer, Chief Officer -Safer neighbourhood, and Director for Planning and place.

RECOMMENDATIONS

1. To note that Appendix A is not for publication on the basis that it contains information relating to the financial or business affairs of any particular person (including the authority holding that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 the direct award to Idox Software limited for 18 months commencing on 1 April 2023 to 30 September 2024 under the Crown Commercial Services framework (DAS) for the provision of Land and property case management system at a total value of £505,278 to be contained within Digital services operational budget.

3. To approve the additional dual running and staff resource costs to complete the implementation, to be contained within the existing budget approval from reserves. These costs are contained in exempt Appendix A.

Wards Affected: All

Our Values	Summary of how this report aligns to the H&F Values
Building shared prosperity	A modern, more agile IT system will enable the Council's land and property services to more effectively deliver the priorities of the Council's Industrial Strategy, ensuring shared prosperity
Doing things with local residents, not to them	The newly procured service will enable more contact with the Council improving delivery to Residents through improved digital accessibility.
Being ruthlessly financially efficient	Seeking better value for money and efficiencies for the council through enhanced functionality and mobile solutions to deliver automation and resource efficiencies including data accuracy and speed of service.
Rising to the challenge of the climate and ecological emergency	A more responsive IT system will support the implementation of programmes to deliver a greener borough and the priorities of the Council's emerging Climate and Ecology Strategy

Financial Impact

1. The decision to approve the direct award to Idox Software Ltd for 18 months, commencing on 1 April 2023 to 30 September 2024, under the Crown Commercial Services framework (DAS) for the provision of Land and property case management system will cost £505,000.
2. £337,000 will be incurred in 2023/24 and £168,000 in 2024/25.
3. Costs will be charged against the Digital Services annual revenue budget along with costs for the new system supplied by NEC to facilitate a period of dual running.
4. In 2023/24 costs are expected to exceed the budget by £72,000 and in 2024/25 by £98,000. This additional cost of dual running will be funded by the

digital services reserve without an impact on the in-year budgets for 2023/24 and 2024/25.

5. Idox Software Limited have credit risk score of 99 which represents very low risk.

Alex Pygram, Head of Finance, Corporate Services, 23rd February 2023
Verified by Sukvinder Kalsi, Director of Finance, 7th March 2023

Legal Implications

The Council has the power to purchase this system as it is required to assist in the provision of a range of Council functions connected with land and property.

The value of the proposed contract means that it is a “public services contract” for the purposes of the Public Contracts Regulations 2015 (PCR) and the advertising and competition requirements in those regulations need to be complied with. The proposal is to award a call-off agreement under the Crown Commercial Services Data and Application Solutions (DAS) framework agreement. The Council is entitled to use this framework which was advertised and let in accordance with the PCR.

A direct award is permitted under the DAS framework if the requirements are intrinsically linked to a system within the customer’s organisation and the product is present on the Government e-marketplace. Given these conditions are satisfied, the requirement of the PCR have been met.

An award under the DAS framework must be in accordance with the terms of the call-off agreement set out in the contract terms. This does not include an ability to require the supplier to make any social value commitments.

This is a high value contract for the purpose of the Council’s Contract Standing Orders. The use of a suitable third party framework in accordance with its terms is a permitted means of procuring a contract of this value. CSO 18 is therefore being complied with.

The value of the award means that this is a “key decision” under the Council’s constitution and therefore needs to be included in the key decision list on the Council’s website.

John Sharland, Senior solicitor (Contracts and procurement)
Dated 24 February 2023

Background Papers Used in Preparing This Report

None

DETAILED ANALYSIS

Proposals and Analysis of Options

1. Idox, the incumbent supplier, was unsuccessful when H&F completed Procurement last year. In July 2022, H&F were conscious that we might not be able to move off our existing system by 31st March 2023, when the current contract expires, and we discussed a one-year contract with the supplier giving Idox as much notice as possible.
2. Idox originally insisted on 24-month contract to enable them to plan for provision of their services to multiple customers.
3. Following negotiations, Idox have agreed to an award of an 18-month contract.
4. Given there is significant work to be delivered on the migration to the new supplier, there is a risk that we could not achieve the migration within a shorter extension period. The 18-month contract allows sufficient time to migrate safely to the new system providing adequate contingency to cleanse and migrate data and configure, test and train officers on the new system for the new system to go live in February 2024.
5. The system holds statutory information and must be fully configured before the council can change over to NEC.

Reasons for Decision

The land and property-based system is critical for Planning Service, Environmental Health, Licensing, Trading Standards, Building Control and Land Charges to deliver land and property services. It enables a crucial range of statutory services to be carried out. 18 month Idox contract is required to allow the current system to continue to provide service to residents and local businesses whilst the implementation to the new system is taking place.

Equality Implications

This 18 month contract award is necessary to continue migration to the new contract provider. Since this contract is with the incumbent supplier for the continued use of the existing system, there are no anticipated negative implications for groups with protected characteristics, under the Equality Act 2010.

An Equalities Impact Assessment has been undertaken as part of the procurement process for the replacement of the system and there are no anticipated negative implications for groups with protected characteristics, under the Equality Act 2010.

Risk Management Implications

The report recommends extending the contract with the current provider to enable the successful migration to the new provider. The system is essential to support a number of statutory services provided by the Council, ensuring that residents and businesses can interact effectively with the Council across a range of services.

David Hughes, Director of Audit, Fraud, Risk and Insurance, 4 March 2023.

Climate and Ecological Emergency Implications

This short-term contract award is needed to continue migration to the new contract provider. Climate and ecology questions and commitments were included in the evaluation for the new contract being migrated to.

Jim Cunningham, Climate Policy & Strategy Lead, 01-03-2023

DIGITAL SERVICES & INFORMATION MANAGEMENT IMPLICATIONS

1. Digital Services, working closely with the Environment and Economy departments, supports the procurement strategy for the award of an 18-month contract for the Council's Land & property-based IT case management system to Idox Software Ltd in order to facilitate the implementation to the new system supplied by NEC.
2. IM implications: the existing Data Privacy Impact Assessment (DPIA) should be reviewed to ensure that all the potential data protection risks around the Council's Land & property-based IT case management system are properly assessed with mitigating actions agreed and implemented.
3. Any contracts arising from this report will need to include H&F's data protection and processing schedule. This is compliant with UK Data Protection law.
4. Idox Software limited will be expected to have a Data Protection policy in place and all staff will be expected to have received Data Protection training.
5. *Implications completed by: Veronica Barella, Chief digital officer, 21-02-2023.*

Consultation

Not applicable.

LIST OF APPENDICES

Exempt Appendix A – Land & Property case management system costs