

DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
OFFICE OF THE DEPUTY CHIEF EXECUTIVE	EXECUTIVE COMMITTEE	19 SEPTEMBER 2023	8
ADDITION TO THE CAPITAL PROGRAMME – REPLACEMENT I.C.T SYSTEM FOR STATUTORY ENVIRONMENTAL HEALTH AND HOUSING SERVICES			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

RELEVANT LEAD MEMBER

This item is within the remit of Cllr Michelle Morris, Lead Member for Customer and Operational Services.

PURPOSE OF THE REPORT

The information system software used by the Council's Environmental Health & Housing Services, as well the waste and customer service departments, is over 30 years old and will no longer be supported by the software provider. The software is used to manage all statutory inspections, investigations, service requests, licences and grants undertaken by the Environmental Health & Housing Service.

The existing software known as Civica Authority Public Protection (APP) will be upgraded to Idox Cloud following a procurement exercise.

RECOVERABILITY

This decision is recoverable under section 7 of part 3 of the constitution.

RECOMMENDATIONS

- To approve a fully funded addition to the Capital programme (2023/24) of £85,000 funded as follows: £16,600 from the ICT Investment Reserve and £68,400 from the Capital Investment Reserve.
- To approve a fully funded revenue budget increase of £23,400 for one year only (2024/25), to run both old and new ICT systems concurrently to ensure service continuity, fully funded from the ICT Investment Reserve.
- Subject to the approval of 1 & 2 above, to draw down and authorise expenditure in the sum of £85,000 (in year 2023/24) and award the letting of the contract for the new ICT system to IDOX PLC.

BACKGROUND

1. The Council purchased the information management system software currently used by the Environmental Health, Housing, waste, and customer service departments over 25 years ago. The software is based on architecture that is over 30 years old and has now reached the end of its useful life and will no longer be supported or licensed for use going forward by Civica the software's provider. The software manages the Council's statutory Public Health departments, and links with external government agencies to share information and give returns (such as Food Hygiene, Environmental Protection, Health & Safety, Licensing, Private Sector Housing enforcement).
2. The current software, Civica Authority Public Protection (known as APP) is an essential and integral part of the Council's regulatory services and is used, for example, to manage and deliver the database of premises and the inspections of food businesses and other premises for which the Council is a regulator; all service requests from the public relating to matters such as noise nuisance, anti-social behaviour, private rented housing; all licences issued for taxis, the sale of alcohol, HMOs, animal welfare; the processing of disabled facilities grants.

SCHEME DETAILS

3. There is only a small number of ICT software providers offering regulatory services software suitable for local government Environmental Health & Housing use. Upgrading to the IDOX Cloud software will provide the Council with a best value option for operating its Environmental Health & Housing Service on an efficient fit-for-purpose software platform. The new replacement system will also cover other Council departments, such as waste and customer services, increasing efficiency across Council departments.
4. The new system, IDOX Cloud, will cover the below Council services:
 - **Food Safety** – managing the proactive inspection rota, as well as linking in with the Food Standards Agency in order to deliver the Food Hygiene Rating System. The system will also manage complaints and deliver statutory returns to government departments.
 - **Infection control** – The system will manage food and water borne outbreaks by recording confidential case details and efficiently ensuring officers can investigate outbreaks within the borough.
 - **Health and Safety** – managing the practice inspection rota, dealing with complaints, and providing statutory returns to government departments.
 - **Environmental Protection** – Managing the proactive inspection rota of permitted businesses, as well as dealing with a vast complaints system for nuisance, pest control, public health funerals, filthy and verminous properties, contaminated land, fly tipping and other public health complaints.
 - **Licensing** – Effectively managing all licensing applications, fees and charges and contacts for all licensable activities.
 - **Community Enforcement** – managing the complaints database for Antisocial behaviour and PSPO complaints, as well as managing all dog enforcement issues.
 - **Private sector housing** – Managing the proactive inspection rota as well as the housing complaints system for all housing standards defects.
 - **Disabled Facilities Grants** - Ensuring the management of all grant applications and ensuring budgetary management.
 - **Waste** – Cleansing requests, domestic and commercial waste enforcement, end of month garden waste, misrepresented waste, assisted collection, recycling enquiries, garden waste services, bulky waste, trade waste.
 - **Customer Services** - to allow effective and efficient data entry by customer service operators to update complaints and provide effective feedback to Council customers.

PROCUREMENT

5. Officers from the Environmental and Housing Services department led the procurement process supported by the Council's Procurement Officer.
6. The tender process was undertaken through an open procedure. The opportunity was advertised on 12 June 2023 on the 'Chest Procurement Portal' with a submission deadline of 17 July 2023.
7. 46 Expressions of interest were received, 11 opted out, 23 no responses with 6 bids submitted.

8. Four of the six bids were deemed compliant, two of the bidders did not provide a demonstration of their system which was a mandatory requirement.
9. Submissions were evaluated on the basis of 40% price and 60% quality. Lowest price over the term of the contract received full marks and others were pro-rated based on the lowest price. Quality was scored over six evaluation criteria: technical merit, aesthetics and functional characteristics, technical assistance, mobile facility, after sales service and delivery date and period.
10. The quality evaluation section was scored as follows:

Score	Description
0	Unacceptable Response – No information provided or demonstration, response does not address the requirement.
1	Poor Response – The demonstration and written response contains material omissions and / or is supported by limited evidence / examples. Major concerns that the Tenderer has the potential to deliver / that they have failed to meet a reasonable standard.
2	Fair Response – The demonstration and written response contains some omissions and / or is not well supported by evidence / examples. Some concerns about the Tenderer’s ability to deliver / that they have failed to meet a reasonable standard.
3	Good Response – There is adequate detail / demonstration giving a reasonable level of confidence in the Tenderer’s experience and ability. The Tenderer appears to have the potential to deliver as required / has met a reasonable standard and there are only minor concerns about the Tenderer’s experience.
4	Very Good Response – The level of detail / demonstration gives a high level of confidence in the Tenderer’s experience and ability. The Tenderer clearly can deliver and / or has clearly met an acceptable standard.
5	Excellent Response – A comprehensive well evidenced submission and demonstration, clearly demonstrating expertise and knowledge. The response is deemed to offer little or no risk and fully captures the understanding of the steps involved to deliver the aspects of the criteria, giving a very high level of confidence in the Tenderer’s experience and ability.

11. The result of the tender evaluation exercise is set out below in: Table 1 – Desk top evaluation of ICT system bids.

Table 1 – Tender scores - evaluation of ICT System bids from companies making a formal submission.

Evaluation Summary	Abavus Ltd	Civica UK Limited	IDOX PLC	Pentagull Ltd
Price	30.00	28.00	40.00	24.00
Quality	30.00	47.00	54.00	41.00
Total Score	60.00	75.00	94.00	65.00

12. IDOX PLC provided the most competitive offer over the whole life of the contract and therefore scored full marks. They also scored highest as part of their quality submission scoring 54 out of 60.
13. Officers are recommending that the contract is awarded to IDOX PLC because they submitted the most economically advantageous tender.

FINANCIAL IMPLICATIONS

Capital Costs

14. To migrate from CIVICA APP to IDOX Cloud, there will be configuration fees to deliver seamless implementation. Officers are recommending a £10,000 contingency because based on experience the migration of data between major ICT systems is complex with a risk of additional works required being uncovered during the process for example, 10 days additional consultancy time can be £10,000. The move from an on-premises hosted system, to a cloud-based system populated by multiple users, there are considerations around additional bandwidth consumption that could require configuration. If the bandwidth is insufficient, an additional connectivity route

will need to be installed, which currently is an unknown because of the alternative means of consuming technology. The new system is also delivered and hosted by a different company from that we are currently using, adding to the complexity, and therefore possible unknowns with data migration and transition. It is necessary for the system to deliver critical statutory functions as legally prescribed during integration enhancements may be required, although unlikely it is a rationale for having some contingency. A project of this nature is extremely resource intensive with the scale of the project covering several statutory service areas. Suppliers also work to a tight and exact timescale and as seen with projects of this scale in the past, there is always a risk of project creep, this may require additional consultancy to keep the project on track. It is deemed sensible to have such a contingency fund. If the contingency is not required, it will be returned to the capital reserve.

Table 2 – Capital costs including contingency.

Description	IDOX PLC
Configuration fees to ensure smooth implementation of ICT system but not limited to: Data transfer / import / migration Project management Training Business analysis and configuration	£74,190
Contingency	£10,000
Form of tender offer	£84,190

Revenue Costs

15. The most effective way to migrate data between major systems and ensure service continuity is to operate both systems concurrently for one year, the continued delivery of statutory services is a priority. To enable parallel operation of the system a one of additional revenue cost of £23,000 will be required. Revenue cost for a single system operating is included in existing budget provision. There will be an option for the Council to extend the contract after 5 years, for a further 5 years. Idox has confirmed there will be no additional Capital or revenue increases.

Table 3 – Revenue costs

FIRST YEAR (operating both systems concurrently)	PRICE
Provision of ICT system which meets our statement of requirements, including updates, hosting, support, and maintenance for year 1.	£23,400
Price (Year 1)	£23,400

Proposed scheme financing

16. The ICT Investment Reserve has been created to fund major systems ICT development. The balance on the reserve is £40,000 and it is proposed to fund the additional revenue costs of the new system of £23,400 from the reserve and then use the remaining £16,600 to part fund the capital expenditure, with the balance of the capital expenditure of £68,400 funded from the Capital Investment Reserve.

Table 4 – Summary of Capital and Revenue Funding

Description of Funding	2023/24	2024/25
ICT Investment Reserve (Revenue)		£23,400
ICT Investment Reserve (Capital)	£16,600	
Capital Investment Reserve (Capital)	£68,400	
Total	£85,000	£23,400

PROGRAMME OF DELIVERY

17. Phase 1 – Project Initiation - Nov 2023

Phase 2 – Technical Delivery & Data Scoping – Dec 2023

Phase 3 – Training, System Configuration & Data Mapping – Jan 2024

Phase 4 – Data Preparations and Test Migrations – April 2024

Phase 5 – Go Live – April 2024

CORPORATE PRIORITIES	
Economy – To create a vibrant and healthy economy	✓
Environment – To deliver services customers expect	✓
Efficiency – By spending money in the most efficient way	✓
Tourism – To create a great place to live and visit	✓

IMPLICATIONS	
Finance	<p>This report requests approval of a funded addition to the Capital programme (2023/24) of £85,000 fully funded as follows: £16,600 from the ICT Investment Reserve and £68,400 from the Capital Investment Reserve and requests the approval of a fully funded revenue budget increase of £23,400 for one year only (2024/25), to run both old and new ICT systems concurrently to ensure service continuity, fully funded from the ICT Investment Reserve.</p> <p>Subject to the approval of the above, draw down and authorisation of expenditure is also sought in the sum of £85,000 (in year 2023/24) and award the letting of the contract for the new I.C.T system to IDOX PLC.</p>
Legal	<p>The procurement exercise was compliant with the Councils procedure rules and the Public Contract Regulations 2015.</p>
Community Safety	<p>Improved management of Community Safety information databases.</p>
Human Rights and Equalities	<p>N/A</p>
Sustainability and Environmental Impact	<p>N/A</p>
Health & Safety and Risk Management	<p>Risks associated for the implementation and management of public health statutory services will be reduced.</p>

SUMMARY OF PREVIOUS DECISIONS
None

BACKGROUND PAPERS RELEVANT TO THIS ITEM		
Name of document	Date	Where available for inspection
None		N/a

LEAD AUTHOR	CONTACT DETAILS	DATE
Ian Williamson	ian.williamson@fylde.gov.uk	23/08/2023