

1 APPENDIX 1

1.1 The table below shows the applications that are in scope for this renewal and their descriptions.

Application	Description
Arbitas (Nova Hx)	<p>The application is used to advertise the Council's and registered providers' homes for lettings through the Council's choice-based Lettings scheme. Applicants on the Council's housing register, which exceeds 23,000 at present are then able to bid for advertised homes and be considered for it in accordance with their priority.</p> <p>If homes are not advertised and let, the Council will be in breach of the Council's Common Housing Register Allocations Policy and will not be able to let available homes. It also enables the Council to fulfil its statutory duty, e.g., to accommodate the homeless. Without this application, the Council will fail to advertise available new builds and relets, and the applicants will not be able to place their bids and choices and cannot be allocated homes in accordance with the Allocations Scheme.</p>
Mod.Gov	<p>This application is used to prepare and publish council, committee and internal agendas, reports, and minutes both to the public and for internal use. The system also provides many related services such as recording registers of interest, election results, petitions and similar.</p> <p>This proposal involves upgrading and moving to a Civica-hosted solution. This is because Civica has launched a new version of the Modern.gov/Issue Manager software called Hub which will replace Issue Manager over the next few years. Use of this new version of the software is only available to those clients who are hosted by Civica and Civica have confirmed that they will be closing down Issue Manager over the next few years.</p>
Xpress	<p>This application is used by the Council's Returning Officer and Electoral Registration Officer to perform the statutory duties of running elections and the compilation of the electoral register and would suffer significant reputational damage if these duties were not complied with. This element of the contract is under the jurisdiction of the Returning Officer and Electoral Registration Officer. The Returning Officer acts in a separate and independent capacity to the council and is answerable to the courts and not to the council.</p>
OpenRevenues	<p>The application is used to administer and bill both National Non-Domestic Rates to C. 16,000 businesses (with a value of almost £500m per year) and Council Tax to C. 145,000 properties (with a value to the Council of almost £178m per year). The billing and collection of these local taxes is a statutory duty and is a significant income stream for the Council.</p>

	<p>Should the service lose access to this key system the Council would suffer a significant loss of income and significant reputational damage. The delivery of these two functions interacts with all residential and business premises in the borough and the income is used to deliver services to residents including some of the most vulnerable residents in the community.</p>
iCasework	<p>This is a workflow system that is used across the Council to manage Freedom of Information (FOI), Corporate Complaints and Members Enquiries (ME).</p> <p>The application is critical business software, any loss of service would impact the Council's ability to respond to the FOI within the statutory timescale, as well as complaints and ME.</p>
W360 (Comino)	<p>This is a document and workflow management system used by housing and benefits services. There is a requirement to upgrade the application and the servers that host it due to being out of support.</p> <p>This proposal involves upgrading and moving to a Civica-hosted solution. Its purpose is to ensure a seamless transition to a cloud-based solution and provide service continuity. The application is critical business software that enables service for vulnerable residents. Any loss of service would impact the Council's ability to meet the needs of these residents.</p>
Property Mgt. (TechForge)	<p>This application is used by the Council's property asset management service. It stores data on properties, which are critical to managing the statutory requirements, such as assessments to for regulatory compliance.</p>