


Individual Mayoral Decision Proforma Decision Log No: 413	 TOWER HAMLETS
Report of: Julie Lorraine, Corporate Director for Resources	Classification: Restricted – Appendix 2
Report Title: Consolidated Civica Applications Contract	

Is this a Key Decision?	Yes
Decision Notice Publication Date:	06/03/2024
General Exception or Urgency Notice published?	Urgency Notice: The contract must be signed by 14 March 2024, or the Council potentially could lose access to critical applications.
Restrictions:	Yes – Appendix 2
Reason for seeking an Individual Mayoral Decision	The Council's maintenance and support for applications provided by Civica is due to expire on 31 March 2024.

EXECUTIVE SUMMARY

Civica applications (seven) consolidated contract renewals - direct award via Crown Commercial Service (CCS) framework, Individual Mayoral Decision Required.

To obtain authorisation, as required in the procurement procedures of the Council, to award a contract that combines seven existing IT Services contracts with Civica as a supplier into a single overarching agreement. It will provide the opportunity to reduce costs on the current contract, limit price increases for the future and provide preferential consultancy and project management days rates.

Since the insourcing of the IT Service in 2021, there has been an approach to develop strategic vendor relationships. Civica is one of the suppliers that has been identified, as it is involved in the delivery and support of many key statutory functions. It includes Council Tax, Business Rates, Housing, Freedom of Information and Elections.

The applications provided in this contract support key statutory services. Replacing these applications is both costly and time-consuming and due to the market, there are very few competitors. Any changes to these applications will incur service disruption and the working capabilities of the staff.

By entering this agreement, it provides adequate time during the lifecycle of the contract to consider looking at alternatives in the market, without impacting on current service delivery. Additionally, the Council would continue to benefit from initial investments, maintain continuity of service, and avoid service disruption and cost of change. Council can exit from Civica after 3 years from any, or all the applications by providing a termination notice.

The scope of this new agreement includes the applications listed below.

1. ModGov – Management and tracking of the committee meetings
2. Open Revenues – Management of the revenue and benefits service
3. iCasework – Case management software
4. Digital 360 (Comino) – workflow / document management software
5. Property Management (Tech Forge) Asset Management system
6. Arbitas (Novalet) Housing Needs application
7. Xpress – Election management system

Value for Money Case

Whilst public sector regulations require competition or the use of legally compliant procurement processes, the Council's priority is to deliver value for money. Tendering for services is costly due to the officer time spent and the likely disruption inherent in changing applications with complex databases, and multiple integration points to critical council systems, processes, and services.

Additionally, there is also a requirement for appropriate ramp-up time for colleagues to adopt and become effective in using new tools and processes to ensure success. This requires bringing new suppliers and services into operation in an organised and resource-efficient way. Changing systems incurs costs that can run into several millions of pounds.

As an authority, the Council generally favours the use of competitive processes for the procurement of contracts, whether by advertised tenders or using further competitions via established frameworks. Direct awards that are allowed under a framework agreement are compliant with the law generally, usually a direct award would not attract the savings available via a competitive option. However, in this instance, the unification of seven services under a single contract means that the Council can obtain cost reduction against the option for letting the services separately as set out in this report.

DECISION

Recommendations:

The Mayor is recommended to:

8. To award a contract that combines all existing IT Services contracts with Civica as a supplier into a single overarching contract which will provide an opportunity to reduce costs. Council procedures require that the cabinet or the Mayor sign off all procurement proposals for contracts valued at £1 million or more.
9. To delegate the authority to the Corporate Director of Resources to award the contract for the continued use of the applications on the basis outlined in this report.

APPROVALS

1. **(If applicable) Corporate Director proposing the decision or his/her deputy**

I approve the attached report and proposed decision above for submission to the Mayor. I confirm that the Mayor and/or Lead Member have agreed to this decision being taken using this process.

Signed



Date 7/3/23

2. **Chief Finance Officer or his/her deputy**

I have been consulted on the content of the attached report which includes my comments.

Signed



Date 05/03/2024

3. **Monitoring Officer or his/her deputy**

I have been consulted on the content of the attached report which includes my comments.

(For Key Decision only – delete as applicable)

I confirm that this decision:-

(b) is urgent and subject to the 'General Exception' or 'Special Urgency' provision at paragraph 18 or 19 respectively of the Access to Information Procedure Rules.

Signed  Date6.3.24.....

4. Chief Executive

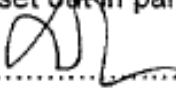
I have been consulted on the content of the attached report which includes my comments where necessary.

Deise Cradley

Signed Date07/03/2024.....

5. Mayor

I agree the decision proposed in the recommendations above for the reasons set out in paragraph XX in the attached report.

Signed  Date 13/7/24