


Agenda Item No:	12	
Committee:	Cabinet	
Date:	16 March 2023	
Report Title:	Renewal of Idox Software Application Support and Maintenance	

Cover sheet:

1 Purpose / Summary

- 1.1 Renewal of support and maintenance contract for the Idox Uniform software application.
- 1.2 The Council's current contract with Idox will expire on 31st March 2023.

2 Key Issues

- 2.1 To ensure compliance of contract guidelines and achieve a compliant procurement process.
- 2.2 To allow the council to continue using this software to deliver front line services.

3 Recommendations

- 3.1 That approval be given to renew the contract between the Council and the Idox Group for 3 years in accordance with the terms of the contract at an estimated total cost of £258k for the period from 1st April 2023 until 31st March 2026.

Wards Affected	<i>All Wards</i>
Forward Plan Reference	<u>KEY/09FEB23/01</u>
Portfolio Holder(s)	Cllr Tierney – Portfolio Holder for Transformation, Communications & Environment
Report Originator(s)	Stephen Beacher – Head of ICT, Digital & Resilience
Contact Officer(s)	Stephen Beacher – Head of ICT, Digital & Resilience Peter Catchpole – Corporate Director
Background Papers	

Report:

1 BACKGROUND AND INTENDED OUTCOMES

- 1.1 The council utilise this software application for the delivery of Planning, Environmental Health, Licensing, Housing and Land Charges.
- 1.2 The contract would be a direct award issued under Crown Commercial Services Framework Contract with the reference number RM3821 for the provision of Data and Applications Solutions.
- 1.3 The contract will run from 1st April 2023 to 31st March 2026.
- 1.4 Uniform is a land and property-based system provided by the Idox Group and is a key IT platform for multiple regulatory services across the Council including:
 - Planning (applications, appeals, enforcement, listed buildings, tree preservation orders, development condition monitoring)
 - Environmental Health (accident reports, commercial premises, service requests, infectious diseases, pest control, pollution prevention and control, private water supplies)
 - Land Charges
 - Private Sector Housing (residential premises, housing assistance grants, service requests, licensing houses in multiple occupation (HMOs))
 - Licensing (licensed premises and individuals covering alcohol, gambling and all other licensable activities)
- 1.5 In addition to the Uniform system, Idox also supply an electronic document management system (EDMS) as part of the contract which holds data records and directly interfaces into Uniform.

2 REASONS FOR RECOMMENDATIONS

- 2.1 The Idox software products are embedded into Council's operating model and given the complexity that would be associated with a change in provider together with the significant amount of wider transformation changes be considered moving forward, attempting to move systems now would be extremely high risk.
- 2.2 To provide a compliant procurement route to market following the Public Contract Regulations and the councils code of procurement.
- 2.3 The system has been deployed for around 20 years and has provided a stable offering to both staff and the public, who interact with the system via our website. Extending the contract ensures that there is no major disruption to these services with the associated operational costs and reputational risks.

3 CONSULTATION

N/A

4 ALTERNATIVE OPTIONS CONSIDERED

4.1 None

5 IMPLICATIONS

5.1 Legal Implications

5.2 The Public Contract Regulations 2015 (PCR2015) require the council to run a compliant procurement exercise for services valued at £213,477.00 or greater over a contract period. In this instance the council's own Code of Procurement allows the use of approved frameworks such as Crown Commercial Services (CCS) which have already been tendered under the PCR 2015 regulations. The legal implications of complying with the Council's local and PCR2015 Regulations have therefore been appropriately met in proceeding with the recommended approach.

5.3 Financial Implications

5.4 Budgetary provision is in place for the duration of this support contract.

5.5 Equality Implications

It is not anticipated that there will be any negative impact on any groups with protected characteristics from the renewal of this ICT contract.

5.6 Other Issues

5.7 None

6 SCHEDULES

None