

KEY DECISION: ~~YES~~/NO

REPORT NO. IT2305

DECISION MADE UNDER URGENCY PROVISIONS - IDOX CLOUD CONTRACT

SUMMARY AND RECOMMENDATIONS:

The Council uses IDOX Uniform software to delivery of key services in Building Control, Planning, Licensing, Environmental Health, Trading Standards and Land Charges.

A new contract to use the IDOX Cloud solution was required to be completed by 22 May 2023 to continue to be able to use the systems that support the services and to move the current on premise solution to the cloud. This deadline needed to be met so that the Council will not incur additional costs, delays, and risks of not having a supported critical system to operate its services.

The purpose of this report is for Cabinet to note a Record of Executive Decision made to commence a contract with IDOX Software Ltd for an initial 5-year term to use the IDOX Cloud solution transitioning from the IDOX on premise solution over the next 12 months.

1. INTRODUCTION

- 1.1 The purpose of this report is for Cabinet to note the Record of Executive Decision in relation to the award of the IDOX Cloud contract.

2. BACKGROUND

- 2.1 IDOX Uniform software provides Building Control, Planning, Licensing, Environmental Health, Trading Standards, and Land Charges services. There has not been another system on the market that covers this wide range of services, therefore the Council have been using IDOX Uniform for approximately 30 years. 80 staff use the system to support the delivery of these services.
- 2.2 The contract for these services expired on 31st March 2023 with an extension to use the software license until 31st May 2023 whilst a new contract was negotiated.

- 2.3 Many of the software products currently used by the Council have integrations with other solutions and embedded processes with the Council. The cost of moving to a new solution would be extensive and not in the Council's best interests to replicate all the current products, integrations and processes that are currently provided with the IDOX Uniform on premise solution.
- 2.4 Rushmoor have explored options to remain with the current solution, but this suite of products is being developed less and continues to present the issue of the Building Control partnership with Hart District Council requiring access to two versions of Uniform to manage. This issue will be eliminated in the IDOX Cloud product.
- 2.5 Rushmoor have explored the market and could not find another viable product that meets the needs of the Council to continue providing essential services.
- 2.6 The contract framework being used expired on 22nd May 2023, so a new contract needed to be in place by the end of that date.

3. DETAILS OF THE PROPOSAL

- 3.1 A decision has been made to agree to commence a 5-year contract with IDOX Software Limited for the provision of their IDOX Cloud software and services. The record of Executive Decision is set out as the Appendix to this report for noting by Cabinet.
- 3.2 In coming to this decision, consultation has been carried out with the Council's Executive Leadership Team and The Mayor of The Council in accordance with the Council's Access to Information Procedure Rules, Arrangements for Urgency and Exceptions Sections (1) and (3).

4. LEGAL IMPLICATIONS

- 4.1 A contractual agreement was signed by both parties on 22nd May 2023, the content of which has been approved by the Council's legal advisor.

5. FINANCIAL AND RESOURCE IMPLICATIONS

- 5.1 The total 5-year cost of the contract is £563k. This is made up of on-boarding costs of £103K and annual costs of £92k. 95% of these were provisioned and approved in the 2023-24 Medium Term Financial Strategy. The additional costs amount to £6k per contract year for the product that manages addresses so is essential.
- 5.2 Moving to a cloud solution will also negate the need for consultancy costs for upgrades once services are transitioned to the cloud solution. Upgrades are performed by IDOX to the cloud product which the Council will access, meaning there is less resource time required by the Council.

6. RISKS

- 6.1 The Council's contract for the use of IDOX Uniform on-premises software expired on 31st March 2023 with an extended right to use the Uniform license to the end of May 2023.
- 6.2 A new contract was required to procure the IDOX Cloud solution under the Crown Commercial Services Framework Contract RM3821 for the provision of Data and Applications Solutions (Lot2b – Environmental and Planning).
- 6.3 This framework expired at the end of 22nd May 2023 and therefore if the contract could not be agreed then significant costs to maintain the current IDOX system would have been incurred.
- 6.4 The Council would have also lost the highly discounted price given for the IDOX Cloud solution if the contract had not been agreed by framework expiry date.
- 6.5 The Council would also have been at risk of running an unsupported critical system that supports the delivery of many Council services.
- 6.6 Additional urgent legal and other resource costs would have been required to negotiate a new contract under a new framework after 22nd May 2023 if this contract had not been agreed.

7 EQUALITIES IMPACT IMPLICATIONS

- 7.1 There are no equalities impact implications as a result of this decision.

8. CONCLUSION

- 8.1 The agreement to commence a new contract for the provision of the IDOX cloud solution enables the Council to continue to deliver fit-for-purpose support systems for the delivery of critical Council services. This decision minimised risk of unsupported systems, increased costs and delays. Cabinet are requested to note the decision made.

CONTACT DETAILS:

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APPENDICES

APPENDIX 1: Record of Executive Decision

RUSHMOOR BOROUGH COUNCIL RECORD OF EXECUTIVE DECISION



Decision taken by individual Officer

DECISION MAKER *(Name and designation)*

Nick Harding – Head of IT, Facilities and Projects

DECISION AND THE REASON(S) FOR IT

For the Council to engage in a contract with Idox Software Limited to deliver their IDOX cloud solution for an initial 5-year fixed term commencing on 1st June 2023.

Rushmoor Borough Council operates key services to the public, that are supported by an IT system known as IDOX Uniform. IDOX Uniform provides Building Control, Planning, Licensing, Environmental Health, Trading Standards, and Land Charges services.

There has not been another system on the market that covers this wide range of services, therefore council have been using IDOX Uniform for approximately 15-18 years. Throughout this time these services have been managed on a server estate on premise within the RBC building. The previous contract we have with IDOX ended on 31/03/2023 with an agreed 2-month extension to continue to use the license for the Uniform software.

The Call-Off Contract is included here.



Call Off Contract -
Rushmoor - 180523 -

Officer decision –

To proceed with the call-off contract under Crown Commercial Services Framework Contract with the reference number RM3821 for the provision of Data and Applications Solutions, Lot2b – Environmental and Planning.

DATE DECISION TAKEN

22nd May 2023

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

To start a new contract for the Uniform software remaining on premise. This would not align with the Council's strategy to move services to the cloud. IDOX Software limited are also focusing their development efforts into the cloud solution.

Engaging in a new on-premised Uniform contract would also incur additional upgrade costs that are included in the IDOX cloud version.

ANY CONFLICTS OF INTERESTS DECLARED

*(Conflict of interests of any executive member who is consulted by the officer which relates to the decision.
A note of dispensation should be attached).*

Signed _____**REDACTED**_____

Nick Harding, Head of IT, Customer & Facilities Service
22nd May 2023