

## **Supporting Report Reference Officer Decision to Renew the IDOX Software Limited Technology Solution**

**Date: 22/05/20**

### **Executive Summary:**

This Officer report details the decision to renew the contract with IDOX Software Limited, reference the supply of the systems required to administer Planning, Building Control, Environmental Health, Estates Management, Anti-Social Behaviour, Pollution and Waste, Residential Premises, Housing Assistance, Licensing, Asset Management, Land Charges, Section 106 Control and Management, Corporate Address Database and the Corporate (EDRMS) Electronic Document Records Management System.

The cost of the renewal is £74,906.42 per annum plus an additional one off cost of £25,030.00 for the upgrade of the entire IDOX suite and movement to Tendring's Azure Cloud environment – totaling £99,936.40 for year one and £74,906.42 for the remaining two years of the contract (years 2 and 3). The procurement route is a direct award through the UK Government Crown Commercial Services framework which is in accordance with the Council's Budget and Policy framework.

The UK Government Crown Commercial Services framework allows for direct award where the local authority already uses the supplier. Prices from the existing supplier have therefore been obtained via the framework.

It is therefore proposed to renew the IDOX Software Limited contract directly through the Crown Commercial Services Data and Application Solutions (DAS) procurement framework for 3 years.

### **Reasons for the Decision:**

Tendring District Council is increasingly reliant upon a small number of key corporate information technology systems to deliver its statutory services, including; the IDOX solution(s), Northgate System(s), Agresso financial solution, the Capita E payment solution and Microsoft office.

Within the public service sector there are a relatively small number of niche information technology service providers and very few that cater for all the above council needs in one complete application.

The Council has been utilising the IDOX system for over twenty years. Consequently, the services and users have considerable expertise and the Council has established detailed reporting including first and second line support arrangements to keep the services operational and working as efficiently as possible.

The new agreement includes the relocating of the infrastructure to the councils Microsoft Azure cloud environment which complies with our Digital Transformation project of moving to an overall 'cloud first' based solution to further enhance application resilience, security and business continuity.

### **Options Considered / Risks:**

The Council's extensive reliance upon the IDOX application means that any decision to changing solutions would be extremely complex, and would take 1 - 2 years to plan and deliver. There would be additional costs associated with re-training some one hundred users and expert support staff.

From a business continuity/ productivity perspective this would risk aforementioned services running inefficiently for an extended period of months which with the Council's lean operational running could result in a work backlog with a significant detrimental effect upon Tendring's residents and businesses.

The Council's IT Team now has skilled application development skills in-house. This 3 year contract will give us time to undertake a full business case options appraisal as to the feasibility of developing/ rolling-out an IDOX replacement application over an extended implementation period or to continue with the status quo.

As previously mentioned, the migration to a fully Cloud-based solution will enhance application security, resilience and business continuity capabilities.

### **Financial Summary:**

The new three year contract will be paid for from within existing Tendring Service budgets.

The contract will cost £74,906.42 (seventy four thousand, nine hundred and six pounds and forty-two pence) per annum for 3 years plus an additional one off costs of £25,030.00 (twenty-five thousand and thirty pounds for the upgrade of the entire IDOX suite and movement to Tendring's Azure Cloud environment (in year one).

### **Legal:**

This proposed investment is in accordance with the Council's Budget and Policy framework.

The procurement route will be through the UK government Data and Application Solutions (DAS) Crown Commercial Services framework which is fully compliant with the Official Journal of the European Union (OJEU) procurement regulations and can be used in accordance with the Council's Procurement Procedure Rules.