Deputy Leader

Venue:	Town Hall, Moorgate Street, Rotherham. S60 2TH	Date:	Monday, 15 April 2013
		Time:	9.30 a.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.

2. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.

3. Apologies for Absence.

4. Minutes of the Previous Meeting held on 11th March, 2013 (herewith). (Pages 1 - 7)

5. Delivery of Councillors' Post (Officers to report)

6. Redstor Back-Up for Schools (report herewith) (Pages 8 - 10)

7. Civica Authority Public Protection System - Licences and Support 2013/14 (report herewith) (Pages 11 - 13)

8. Webroster Electronic Homecare Scheduling and Rostering System - Licences and Support 2013/14 (report herewith) (Pages 14 - 16)

9. Northgate OHMS Housing System - Licences and Support 2013/14 (report herewith) (Pages 17 - 19)

10. ROCC Uniclass Enterprise Service Planning System - Licences and Support 2013/14 (report herewith) (Pages 20 - 22)

11. Axios Assyst - Service Management Software Suite (report herewith) (Pages 23 - 24)

12. Certero - AssetStudio Software Suite (report herewith) (Pages 25 - 26)

13.   Cabinet Reports and Members' Issues (Directors to report).

Extra Item:-

14.   Exclusion of the Press and Public.
        The following item is likely to be considered in the absence of the press and
        public as being exempt under Paragraph 3 of Part 1 of Schedule 12A to the
        Local Government Act 1972 (as amended March 2006) (information relating to
        the financial or business affairs)

15.   Support and Licences for Wisdom EDRMS (report herewith) (Pages 27 - 29)

16.   Date and Time of the Next Meeting - Monday, 10th June, 2013 at 9.30 a.m.

DEPUTY LEADER
11th March, 2013

Present:- Councillor Akhtar (in the Chair); Councillors Gosling and Sims.

N78. **MINUTES OF THE PREVIOUS MEETING HELD ON 11TH FEBRUARY, 2013**

Consideration was given to the minutes of the previous meeting held on 11th February, 2013.

Resolved:- That the minutes of the meeting held on 11th February, 2013 be approved as a correct record.

N79. **OPENING OF TENDERS**

Consideration was given to the content of the report which was to note the opening of offers for Insurance Tenders on 11th February, 2013.

Resolved:- That the opening of the offers be noted.

N80. **WAIVER OF STANDING ORDER TO AWARD THE CONTRACT FOR LOCAL WELFARE PROVISION (CRISIS LOANS) TO LASER CREDIT UNION LTD**

Consideration was given to the report presented by Carol Haywood, Rotherham Partnership Manager, which detailed the changes to the discretionary social fund as part of the Welfare Reform Act 2012 which would see community care grants and crisis loans abolished from April, 2013.

Local authorities would be provided with funding to establish replacement local support schemes for vulnerable groups. Within the timescales available to the Council to interpret and understand the guidance on these changes, obtain information from the Department for Work and Pensions, and establish a system to go live by 1st April 2013, it had not been possible to go fully out to the wider market to seek potential providers.

Taking the above factors into account, the Council wished to award a short term six months contract to LASER Credit Union Ltd to deliver the loan element of the crisis support 'Fund for Change' as there was no alternative local provider of the model the Council and its partners wished to implement. The contract would be retendered at six months for the remaining eighteen months of funding as this allowed time for a full market tender.

There was a requirement to waive Standing Orders so that the contract could be awarded to LASER Credit Union Ltd for a six month period from 1st April, 2013 until 30th September, 2013 with a view to market re-commissioning thereafter.

The exemption from Standing Orders was in accordance with Standing Order 38 (Exemptions) and Standing Order 49.

Further information was provided on the value of the contract, the capital costs work, which would include making the premises used by LASER Credit Union more secure, what would be provided and the reason for contracting this work out rather than dealing with it in-house.

Karl Battersby, Strategic Director of Environment and Development Services, gave a brief update on the transfer of the community care grant and crisis loans that were transferring to the Local Authority from D.W.P. from 1st April, 2013 and the three strands that would be available to vulnerable people.

It was pointed out that the delivery of this service would be somewhat different from the current scheme in that access would not be available twenty four hours a day, but would have to be managed within existing Council resources come 1st April, 2013.

It was anticipated that the delivery of this service would be monitored on a monthly basis with the possibility of grants being rationed or available pro rata to ensure fair access for all. A report was to be submitted to Deputy Leader for information on a regular basis and on completion of a review to Cabinet in four months time.

Resolved:- That the delivery of the local welfare provision (crisis loans) for the period 1st April, 2013 until 30th September, 2013 be exempted from Standing Orders in accordance with Standing Order 38 (Exemptions) and Standing Order 49 (Tender invitation and receipt of tenders) and the contact be awarded to LASER Credit Union Ltd.

N81.   **PROPOSAL TO PROVIDE INTERNAL AUDIT MANAGEMENT FOR DONCASTER COUNCIL**

Consideration was given to the report presented by Colin Earl, Director of Audit and Asset Management, which outlined the proposal to continue the current shared service arrangement with Doncaster Council, which would involve the Director of Audit and Asset Management continuing to lead Doncaster's Internal Audit Service.

As a result of the shared service arrangement Rotherham and Doncaster Councils were able to operate with the two smallest audit teams in South and West Yorkshire (with both being at least 10% smaller than the next smallest service).

In addition to these benefits, Doncaster would pay Rotherham £35,000 per year for the service and it now appears that other authorities were now buying in the service or potentially more interested in collaborating in shared service arrangements.

This might generate future opportunities that an existing joined-up service may be better placed to take advantage of. It was, therefore, considered that a continuing partnership with Doncaster Council would put the service in a stronger position with regard to any opportunities that might arise.

Members welcomed this arrangement and wished to place on record their thanks and appreciation for the continuing success of this service.

Resolved:- (1) That the continuation of the provision of internal audit management for Doncaster Metropolitan Borough Council be approved and support be given to the exploration of any further opportunities that might arise with regard to the provision of audit services.

(2) That all those involved in the continuing success of this arrangement be thanked for their work and involvement.

N82. RENEWAL OF AQUA SQL SYSTEM MAINTENANCE AND SUPPORT - APPLICATION FOR EXEMPTION FROM STANDING ORDERS

Consideration was given to a report presented by Stuart Booth, Director of Finance, which sought approval to invoke Standing Order 38, which permits exemption from normal contract Standing Orders to allow AQUA Birmingham to continue to provide the annual support and maintenance for the AQUA SQL system, which held course and learner details for adults enrolled on Skills Funding Agency (SFA) funded projects including Community Learning, the Adult Skills Budget and ESF Co-Financed projects. It also supported the Individual Learner Record in compliance with SFA and statutory reporting requirements.

The AQUA SQL system had been recommended by the SFA as the leading Learner Management Information System (MIS) system, created for recording learner enrolment details, for over fifteen years.

The Local Authority holds a perpetual license and renews the annual support and maintenance of that license on an annual basis.

Resolved:- That the contract for the annual support and maintenance of the AQUA SQL System be exempted from the provisions of Standing Order 47.6.2 (the requirement to invite at least 2 oral or written quotations for contracts with a value of £5000 but less than £20,000).

N83. FIRST DATA PROCUREMENT CARD SUPPORT AND MAINTENANCE

Consideration was given to a report presented by Colin Earl, Director of Audit and Asset Management, which detailed how the Council uses First Data Global Services (Deecal) software for the collation, management, control and allocation of procurement card expenditure. A licensing, maintenance and support contract existed to ensure that the software

continued to operate so that Council departments utilising the procurement cards continued to be capable of delivering services effectively.

The software provided an interface between the Co-operative Bank (the procurement card provider) Visa system and the Council's procurement system which held details of the payment transactions for review and approval by Council officers and ensured the subsequent allocation of expenditure to the correct budgets.

Only First Data could provide the licensing support and maintenance of their own software product.

Any change to an alternative procurement card software provider would require significant time and expense to purchase and develop, as well as support and maintenance cost. There would also be additional costs from Council's financial systems provider (ABS) and the Co-operative Bank to develop the required interfaces necessary to support the procurement card process.

Further information was provided on the number of procurement cards issued and users, the monitoring of spend, customer capability, value for money and market testing.

It was suggested that further consideration be given to users and whether the costs associated with these payment transactions were being fairly distributed.

Resolved:- (1) That the contract for licensing, support and maintenance of the First Data Procurement Card software be approved and exempted from the provisions of Standing Order 47.6.2 (requirement to invite at least 2 oral or written quotations for contracts with a value of between £5K and £20K) and the contract be awarded to First Data Global Services Ltd.

(2) That some consideration be given to the users of the Procurement Card and whether the costs associated with this software were being fairly distributed to users.

N84.   LEXCEL INSPECTION OF LEGAL SERVICES

Consideration was given to a report presented by Robert Parker, Democratic Services and Business Support Manager, which set out details of the inspection of Legal Services in January, 2013 under the Lexcel Practice Management Standard of the Law Society.

The Legal Service achieved Lexcel accreditation in 2005 and had maintained the quality badge since that date. Only approximately 25% of Local Authority legal teams have attained the award and was the only Council in South Yorkshire to have achieved Lexcel accreditation.

The external verification would assist the Council in participating fully in any future exploration of Shared Services and the full accreditation details were set out as part of the report.

The Deputy Leader wished to place on record his thanks and appreciation to all those involved in the achievement of this accreditation.

Resolved:- (1) That the outcome of the recent Lexcel Inspection of Legal Services be noted.

(2) That all those involved in this accreditation be thanked for their hard work and input.

N85.   **TABLET COMPUTING FOR MEMBERS**

Consideration was given to a report presented by Richard Copley, Corporate ICT Manager, which provided an analysis of the results of the recent iPad trial by some Elected Members. The trial demonstrated that iPads were useful to Members and that their wider adoption would result in savings to the Council.

Twenty Members took part in the trial, each being issued with an iPad 3, iPad case and keyboard. Several productivity apps were installed on each iPad to allow Members to securely access the Council's data.

All sixty-three Elected Members were surveyed to be able to understand the success of the iPad trial and to gauge the extent to which Members who were not on the trial would be interested in using iPads to assist with Council business.

Thirty-six Members responded to the survey (57%), the results of which were set out in detail as part of the report.

As a result of the trial three options could now be considered:-

- Option 1: Do not offer RMBC issued iPads to Members.
- Option 2: Offer iPads to RMBC Members as a replacement for their RMBC laptop and withdraw printed agenda packs for Members.
- Option 3: Offer iPads to RMBC Members without mandating that RMBC laptops are relinquished, but do withdraw printed agenda packs for these Members.

Discussion ensued on all three options presented, the viability of using Ipads as an optional tool to hard copy agenda packs, the limitations of an Ipad for printing/storage purposes, the need for Members not to use their Council printers to produce agenda papers as this would merely transfer print costs from Directorates to the Members' budget and remove any potential to make savings, the use of Blackberry mobile telephones, the possibility of an Ipad replacing their RMBC laptop, opportunity for use of

personal devices/laptops and the potential for Members to purchase an Ipad through some form of salary sacrifice scheme.

It was also noted new technologies would continue to emerge which would in time address the current limitations of tablet devices. It may mean that there would be devices on the market which would eventually fulfil the role of laptops and tablets.

There was clearly a need for the Council's Corporate ICT Department to continue to monitor and test developments in this field with a view to taking advantage of the efficiencies and savings offered by emerging technologies where a future clear business case existed to do so.

After much deliberation it was suggested that Ipads be offered to Elected Members on the proviso that they return their RMBC laptop and relinquish all hard copy agenda packs, receiving them via the mod.gov app. Members who opted for an Ipad and who also had a Council owned Blackberry should also consider swapping this for a standard mobile device for calls only.

Resolved:- (1) That the findings of the iPad trial be noted.

(2) That Elected Members be offered Ipads on the basis that their RMBC laptop is returned and relinquish all hard copy agenda packs.

(3) That all options continue to be explored around mobile technology use for Members.

N86.   **CABINET REPORTS AND MEMBERS' ISSUES**

(a)   Stuart Booth, Director of Finance, reported the inclusion of the Budget Monitoring Report up to 31st January, 2013 on the 13th March, 2013 Cabinet agenda.

(b)   Chrissy Wright, Commissioning Manager, reported on the Healthwatch Rotherham report which was being presented to Cabinet on the 13th March, 2013 confirming the selection of the preferred provider.

(c)   Phil Howe, Director of Human Resources, reported on the latest position with regards to the National Pay Award and the situation in respect of discussions with local Trades Unions on changes to meet the budget challenge.

    It was also noted that the Employee, Team and Manager of the Year Awards would be presented at the Council Meeting scheduled to take place on the 17th April, 2013.

N87. **DATE AND TIME OF THE NEXT MEETING**

Resolved:- That the next meeting take place on Monday, 15th April, 2013 at 9.30 a.m.

Agenda Item 6

	ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS	

1.	Meeting:	Deputy Leader
2.	Date:	**15 April 2013**
3.	Title:	**Redstor Back-up for Schools**
4.	Directorate:	**Resources**

5. Summary

The purpose of this report is to seek Member approval for exemption from contract standing orders, to allow Redstor to continue to provide the annual licences, support and maintenance for the Redstor back-up system for Rotherham's schools.

RMBC has used Redstor for the provision of its school's online back-up system since 2009. The cost of the licence and support for 2013/14 is £41,318 and adequate budget is available to cover this (the cost is re-charged to schools).

Failure to renew the contract would put the continued use of the service at risk which could result in the loss of school's data.

6. Recommendations

It is recommended that:

- the contract for licencing, support and maintenance of the Redstor online back-up service be exempt from the provisions of standing order 47.6.3 (requirement to invite at least 3 written quotations for contracts with a value of between £20k and £50k) and the contract be awarded to Redstor.

7. Proposals and Details

In 2009 RMBC (through RBT) contracted Redstor to provide an online back-up service for Rotherham's schools. The contract is for one year, renewed annually in April. Most of the schools in the Borough use this service which provides a secure mechanism for a school's data to be stored 'in the cloud' (i.e. in Redstor's data centres) and retrieved as necessary. The Redstor service is 'back-up' storage as opposed to a school's primary data store as most schools use local servers and computers for day to day storage needs only backing up select data to Redstor as and when necessary.

RMBC makes a single annual payment to Redstor on behalf of all the schools using the service. We then recoup the cost from schools (plus a small mark-up to cover RMBC's costs) as part of the School's Connect service payments.

Other online back-up solutions exist but neither RMBC nor the schools wish to change to a new provider at this time. The Redstor solution is easy to use and popular with schools and was selected after an in-depth investigation in to the solutions available. Data security considerations are paramount given the nature of the data being held by Redstor and any replacement service would need to be subject to an exhaustive security audit. The cost to move to a new supplier (including migration costs and training) will be significant.

A maintenance and support contract exists (renewed annually in April) so that Redstor can provide software licences and support to the local authority for software issues that may arise. The cost of the licence and support for 2013/14 is £41,318 and adequate budget is available to cover this.

Failure to renew the contract would put the continued use of this important service at risk. As such a request is made for the provision of licences, support and maintenance for the Redstor Online Back-Up Service to be exempt from the provisions of standing order 47.6.3 (requirement to invite at least 3 written quotations for contracts with a value of between £20k and £50k) and the contract be awarded to Redstor.

8. Finance

The cost of this support and maintenance contract for 2013/14 is £41,318 and is recharged to schools.

9. Risks and Uncertainties

Failure to renew the contract for Redstor could result in school's data being put at risk.

10. Policy and Performance Agenda Implications

Policy and Performance issues are discussed elsewhere in this report.

11. Background Papers and Consultation

This proposal is aligned to the RMBC ICT Strategy (2011 to 2015) and schools have been consulted in the decision to renew the Redstor service.

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Agenda Item 7

	ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS	

1.	**Meeting:**	Deputy Leader
2.	**Date:**	**15 April 2013**
3.	**Title:**	**Civica Authority Public Protection System - Licences and Support 2013/14**
4.	**Directorate:**	**Resources**

5. Summary

The purpose of this report is to seek Member approval for exemption from contract standing orders, to allow Civica to continue to provide the annual support and maintenance for the Authority Public Protection System.

The System is used by Neighbourhoods and Adult Services, Environment and Development Services, Children and Young People Services and the Customer Services Contact Centre.

The contract between RMBC and Civica for the maintenance of the system has been in place for many years and the cost of this for 2013/14 is £36,184. Adequate budget is available to cover this.

Failure to renew the contract would put the continued use of the software at risk resulting in several key services being unable to operate and both businesses and vulnerable customer groups will be affected.

6. Recommendations

It is recommended that:

- **the contract for licencing, support and maintenance of the Authority Public Protection System be exempt from the provisions of standing order 47.6.3 (requirement to invite at least 3 written quotations for contracts with a value of between £20k and £50k) and the contract be awarded to Civica.**

7. Proposals and Details

The Authority Public Protection System has been in use for many years and its uses are varied across a number of Directorates:

- Neighbourhoods and Adult Services use the system within Community Protection to record, monitor and react to all activity relating to anti-social behaviour, private sector housing enforcement and housing in multiple occupations.

- It is also used by Business Regulation in relation to Environmental Health Service Requests, Inspections, Pest Control, PPC, Samples, Notices, Prosecutions and Private Sector Housing and provides a link with Trading Standards and Consumer Direct Systems.

- The Housing Access Medical Assessment Team record details of vulnerable customers, medical assessments and adaptations to properties.

- Environment and Development Services use the system for Waste Management.

- Children and Young People Services have recently started to use the system to record details in relation to Troubled Families.

- The Customer Services Contact Centre utilise the system alongside Siebel to record service requests.

A maintenance and support contract exists (renewed annually) so that Civica can provide software licences and support to the local authority for software issues that may arise. The annual maintenance and support agreement provided by Civica cannot be provided by a different software supplier.

Other applications are available which will deliver similar functionality to APP but RMBC has no desire to change products – we are happy with APP. Furthermore the cost of replacing APP is estimated to be in the region of £600,000 and will take 18 months to complete.

As such a request is made for the provision of licences and support for the Civica Authority Public Protection System to be exempt from the provisions of standing order 47.6.3 (requirement to invite at least 3 written quotations for contracts with a value of between £20k and £50k) and the contract be awarded to Civica.

8. Finance

The cost of this support and maintenance contract for 2013/14 is £36,184 and is covered by the existing ICT Service budget.

9. Risks and Uncertainties

The Civica Authority Public Protection System underpins the delivery of a range of critical services to both businesses and vulnerable customers groups within Rotherham.

10. Policy and Performance Agenda Implications

If support and maintenance is not renewed, the continued use of the software will be put at risk, several key services will be unable to operate and both businesses and vulnerable customer groups will be affected.

11. Background Papers and Consultation

Consultation has taken place with colleagues in Procurement Services and all have confirmed agreement with the proposals.

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ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Deputy Leader
2.	Date:	15 April 2013
3.	Title:	Webroster Electronic Homecare Scheduling and Rostering System - Licences and Support 2013/14
4.	Directorate:	Resources

5. Summary

The purpose of this report is to seek Member approval for exemption from contract standing orders, to allow Webroster to continue to provide the annual support and maintenance for the Electronic Homecare Scheduling and Rostering System .

The contract between RMBC and Webroster for the provision of its Electronic Homecare Scheduling and Rostering System has been in place since 2011 and it was envisaged that this would continue until at least 2015. The cost of the licence and support for 2013/14 is £9,800 and adequate budget is available to cover this. Failure to renew the contract would put the continued use of the software at risk resulting in a key service being potentially unable to operate and vulnerable customers being placed at risk.

6. Recommendations

It is recommended that:

- the contract for support and maintenance of Webroster be exempt from the provisions of standing order 47.6.2 (requirement to invite at least 2 oral or written quotations for contracts with a value of £5000 but less than £20,000) and the contract awarded to Webroster.

7. Proposals and Details

Staff in Neighbourhoods and Adult Services utilise the Webroster Electronic Homecare Scheduling and Rostering System within the Enabling Service with mobile phone technology to schedule customer visits to around 300 Home Enablers and provide details of care to be delivered. The system was purchased in 2011 following a robust procurement process by RBT which was intended to provide a solution until at least 2015. The system provides benefits in the following areas:

- Scheduling & Roster functionality
- up to date electronic schedules of work to Home Enablers via handheld mobile devices
- records actual care delivered compared to what was planned
- real time scheduling and lone worker safety of Home Enablers
- absence scheduling (annual leave, sickness, special leave, etc)
- provision of skill set information to enable matching of customer needs and Home Enabler skills
- reporting and management information
- integrates with Northgate Swift/AIS Case Management System, Northgate PSE Payroll System and the Homecare Charging System

A maintenance and support contract exists (renewed annually) so that Webroster can provide software licences and support to the local authority for software issues that may arise. The annual maintenance and support agreement provided by Webroster cannot be provided by a different software supplier. The cost of the licence and support for 2013/14 is £9,800 and adequate budget is available to cover this.

Failure to renew the contract would put the continued use of the software at risk resulting in a key service being potentially unable to operate and vulnerable customers being placed at risk. As such a request is made for the provision of licences and support for the Webroster Electronic Homecare Scheduling and Rostering System to be exempt from the provisions of standing order 47.6.2 (requirement to invite at least 2 oral or written quotations for contracts with a value of £5,000 but less than £20,000) and the contract be awarded to Webroster.

8. Finance

The cost of this support and maintenance contract for 2013/14 is £9,800 and is covered by the existing ICT Service budget.

9. Risks and Uncertainties

Webroster Electronic Homecare Scheduling and Rostering System is crucial in the delivery of Reablement and care to vulnerable customers.

10. Policy and Performance Agenda Implications

If support and maintenance is not renewed, the continued use of the software will be put at risk and vulnerable customers will be placed at risk.

11. Background Papers and Consultation

Consultation has taken place with colleagues in Procurement Services and all have confirmed agreement with the proposals.

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ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Deputy Leader
2.	Date:	15 April 2013
3.	Title:	Northgate OHMS Housing System - Licences and Support 2013/14
4.	Directorate:	Resources

5. Summary

The purpose of this report is to seek Member approval for exemption from contract standing orders, to allow Northgate to continue to provide the annual support and maintenance for the OHMS Housing System.

The OHMS Housing system is in the process of being replaced by Civica Universal Housing, although this is not expected to be completed until May 2014. In the meantime there is a need to maintain an annual support and maintenance contract. The cost of this for 2013/14 is £72,004 and adequate budget is available to cover this. Failure to renew the contract would put the continued use of the software at risk resulting in several key services potentially being unable to operate and the management of Housing stock and associated income would also be affected.

6. Recommendations

It is recommended that:

- the contract for licencing, support and maintenance of the Northgate OHMS Housing System be exempt from the provisions of standing order 48.1 (requirement to invite three to six tenders for contracts with a value of over £50k) and the contract be awarded to Northgate.

7. Proposals and Details

Staff in Neighbourhoods and Adult Services utilise the Northgate OHMS System as a Housing Management Tool. It has been in use since 1995 and contains detailed property and customer information, and its uses are varied and include:

- All financial aspects of the rental process

- Allocation of void (empty) properties

- Estate management

- Management and reporting of Anti Social Behaviour

A maintenance and support contract exists (renewed annually) so that Northgate can provide software licences and support to the local authority for software issues that may arise. The annual maintenance and support agreement provided by Northgate cannot be provided by a different software supplier.

In 2011, RBT carried out a full procurement exercise on behalf of Neighbourhoods and Adult Services to purchase an Integrated Housing Management System which will replace OHMS and several other database systems. The implementation of Civica Universal Housing is currently underway and is expected to be fully implemented by May 2014 and will provide a single robust, accurate and flexible client and property database.

In the meantime there is a need to continue with the maintenance and support of the existing system. The cost of this for 2013/14 is £72,004 and adequate budget is available to cover this.

Failure to renew the contract would put the continued use of the software at risk resulting in several key services potentially being unable to operate and the management of Housing stock and associated income would also be affected. As such a request is made for the provision of licences and support for the Northgate OHMS system to be exempt from the provisions of standing order 48.1 (requirement to invite three to six tenders for contracts with a value of over £50k) and the contract be awarded to Northgate.

8. Finance

The cost of this support and maintenance contract for 2013/14 is £72,004 and is covered by the existing ICT Service budget.

9. Risks and Uncertainties

Northgate OHMS is crucial in the management of Housing Stock within Rotherham, the system stores key data in relation to properties, customers, rents, arrears and estate management. It forms the basis of management information reporting and works alongside a number of other systems to manage Housing Stock.

10. Policy and Performance Agenda Implications

If support and maintenance is not renewed, the continued use of the software will be put at risk, several key services will be potentially unable to operate and the management of Housing stock and associated income could be affected.

11. Background Papers and Consultation

Consultation has taken place with colleagues in Procurement Services and all have confirmed agreement with the proposals.

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	ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS	

1.	**Meeting:**	Deputy Leader
2.	**Date:**	**15 April 2013**
3.	**Title:**	**ROCC Uniclass Enterprise Service Planning System - Licences and Support 2013/14**
4.	**Directorate:**	**Resources**

5. Summary

The purpose of this report is to seek approval for exemption from normal contract standing orders, to allow ROCC to continue to provide the annual support and maintenance for the Uniclass Enterprise Service Planning System.

The contract between RMBC and ROCC for the provision of the system has been in place since 2008. The system is in the process of being replaced by Civica Universal Housing, although this is not expected to be completed until May 2014. In the meantime there is a need to maintain an annual support and maintenance contract. The cost of this for 2013/14 is £42,302 and adequate budget is available to cover this. Failure to renew the contract would put the continued use of the software at risk resulting in several key services being unable to operate, it would also impact on the work of partner organisations and the repair and maintenance of housing properties would be adversely affected.

6. Recommendations

It is recommended that:

- **the contract for licencing, support and maintenance of the Uniclass Enterprise Service Planning System be exempt from the provisions of standing order 47.6.3 (requirement to invite at least 3 written quotations for contracts with a value of between £20k and £50k) and the contract be awarded to ROCC**

7. Proposals and Details

Staff in Neighbourhoods and Adult Services and the Repairs Contact Centre utilise the ROCC Uniclass Enterprise Service Planning System as a repairs ordering system which produces work schedules, calculates all required materials, job costs and stock information relating to Council properties. The current system has been in use since 2008 and integrates with several other systems including those of partners Morrison and Willmott Dixon to enable a responsive repairs service to be provided on behalf of the Council.

A maintenance and support contract exists (renewed annually) so that ROCC can provide software licences and support to the local authority for software issues that may arise. The annual maintenance and support agreement provided by ROCC cannot be provided by a different software supplier.

In 2011, RBT carried out a full procurement exercise on behalf of Neighbourhoods and Adult Services to purchase an Integrated Housing Management System which will replace ROCC Uniclass Enterprise Service Planning System and several other systems. The implementation of Civica Universal Housing is currently underway and is expected to be fully implemented by May 2014 and will provide a single robust, accurate and flexible client and property database. In the meantime there is a need to continue with the maintenance and support of the existing system.

As such a request is made for the provision of licences and support for the ROCC Uniclass Enterprise Service Planning System to be exempt from the provisions of standing order 47.6.3 (requirement to invite at least 3 written quotations for contracts with a value of between £20k and £50k) and the contract be awarded to ROCC.

8. Finance

The cost of this support and maintenance contract for 2013/14 is £42,302 and is covered by the existing ICT Service budget.

9. Risks and Uncertainties

ROCC Uniclass Enterprise Service Planning System is crucial in delivering a responsive repairs and maintenance service to Council properties and supports the delivery of property repairs and maintenance services from start to finish.

10. Policy and Performance Agenda Implications

If support and maintenance is not renewed, the continued use of the software will be put at risk, several key services including those of partner organisations will be unable to operate and the repair and maintenance of Council properties will be adversely affected.

11. Background Papers and Consultation

Consultation has taken place with colleagues in Procurement Services and all have confirmed agreement with the proposals.

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Agenda Item 11

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS		

1.	Meeting:	Deputy Leader
2.	Date:	15 April 2013
3.	Title:	Axios Assyst – Service Management Software suite
4.	Directorate:	Resources

5. Summary

The Council uses Axios Assyst as its main service management tool allowing IT to efficiently manage IT incidents, problems and manage calls to the IT service desk. It is also used to manage customer requests for new equipment and software and to track IT costs.

The annual maintenance of the software costs £29,856. Exemption from Standing Orders is sought on the basis that only the software supplier (Axios) is capable of supplying and supporting this software.

6. Recommendations

It is recommended that:

- **The contract for the licence, support and maintenance of the Axios Assyst system be exempt from the provisions of standing order 47.6.3 (requirement to invite at least 3 written quotations for contracts with a value of £20,000 but less than £50,000) and the contract be awarded to Axios.**

7. Proposals and Details

Axios Assyst is used by all staff within IT. It is used to control IT incident and problem management, service requests for new IT hardware and software and our IT service desk. It is also used to provide essential performance statistics. It also provides the IT online portal which enables staff to log and chase calls.

Axios (the suppliers of Assyst) charge RMBC £29,856 per annum for the licence, support and updates to the software.

ICT and procurement services have confirmed that as the suppliers of the software Assyst are the only business which can provide support and maintenance.

Other software solutions exist which could fulfil the same function as Assyst, but RMBC does not wish to move to a new product. The estimated cost to change to a new software package, including re-training costs, would be £150,000. It is proposed to carry out a review of options during 2013/14, but in the meantime failure to renew the existing license and support contract for 2013/14 would leave the IT Service unable to deal effectively with service requests, performance monitoring and the effective resolution of IT incidents and interruptions.

8. Finance

The cost of Assyst is set out above. Adequate budget is available to cover this cost.

9. Risks and Uncertainties

Assyst is used throughout ICT and the information it produces is used throughout the Council.

If we do not renew support and maintenance, the continued use of the software will be put at risk and several key controls within ICT will stop.

10. Policy and Performance Agenda Implications

Policy and performance issues are discussed elsewhere in this report.

11. Background Papers and Consultation

Consultation has taken place with colleagues in Legal, Finance and Procurement Services and all have confirmed agreement with the proposals.

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Agenda Item 12

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS		

1.	Meeting:	Deputy Leader
2.	Date:	15 April 2013
3.	Title:	Certero – AssetStudio software suite
4.	Directorate:	Resources

5. Summary

The Council uses Certero AssetStudio as its main IT asset tracking, software compliance and reporting tool.

The annual maintenance of the software costs £11,700. Exemption from Standing Orders is sought on the basis that only the software supplier (Certero) are capable of supplying and supporting this software.

6. Recommendations

It is recommended that:

- **The contract for the licence, support and maintenance of the AssetStudio system be exempt from the provisions of standing order 47.6.2 (requirement to invite at least 2 oral and written quotations for contracts with a value of £5,000 but less than £20,000) and the contract be awarded to Certero.**

7. Proposals and Details

Certero AssetStudio is deployed to 4000 laptops and PCs across the RMBC IT estate. It reports back on essential security information about the devices and monitors the software licencing position for each device.

Certero (the suppliers of AssetStudio) charge RMBC £11,700 per annum for the licence, support and updates to the software.

ICT and procurement services have confirmed that as the suppliers of the software Certero are the only business which can provide support and maintenance.

Other software solutions exist which could fulfil the same function as Certero, but RMBC does not wish to move to a new product at this time. The estimated cost to change to a new software package, including re-training costs, would be £55,000. It is proposed to carry out a review of options during 2013/14, but in the meantime failure to renew the existing license and support contract for 2013/14 would leave the IT Service unable to ensure all laptops and PCs are kept secure and have the appropriate licences for their use..

8. Finance

The cost of AssetStudio is set out above. Adequate budget is available to cover this cost.

9. Risks and Uncertainties

AssetStudio is used throughout ICT and the information it produces is used throughout the Council.

If we do not renew support and maintenance, the continued use of the software will be put at risk and several key controls within ICT will stop.

10. Policy and Performance Agenda Implications

Policy and performance issues are discussed elsewhere in this report.

11. Background Papers and Consultation

Consultation has taken place with colleagues in Legal, Finance and Procurement Services and all have confirmed agreement with the proposals.

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