

## ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

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

### 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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