

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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