

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Deputy Leader
2.	Date:	Tuesday 13th January 2015
3.	Title:	Procurement of annual software Support and Maintenance from Civica
4.	Directorate:	Resources

5. Summary

To enable the Council to ensure ongoing use and reliability of the Civica Electronic Document Management and Workflow System functionality from 1st April 2015 to 31st March 2016, there is a need to have a Support and Maintenance agreement with the software supplier.

Maintaining the reliability of Civica is essential in maintaining an excellent customer service in the administration of benefits, ensuring efficient billing of Council Tax and Non Domestic Rates and ensuring that income collection is maximised.

Exemption from Standing Orders for procuring this software support and maintenance is sought as the provision of the document management and workflow software support can only be supplied by Civica.

6. Recommendations

It is recommended that the contract for the purchase of annual Support and Maintenance for the Civica System be exempt from the provisions of standing order 47.6.3 (requirement to invite at least three written quotations for contracts with a value of £20k but less than £50k) and that the purchase be made from Civica.

7. Proposals and Details

The Council uses Civica software to administer Housing Benefit, Council Tax and the Council Tax Reduction scheme.

The Support and Maintenance is crucial to the business to ensure that ongoing use of the software is kept up and running.

The annual Support and Maintenance charge for this software will cost £34,008.89.

ICT and Procurement Services have confirmed that the provision of annual Support and Maintenance for the Civica software can only be supplied by Civica. No other supplier can provide this service. Legal and Financial Services have also been consulted and they have confirmed their agreement with the proposals.

8. Finance

The costs outlined above are the same as paid the previous year, with an uplift for inflation.

9. Risks and Uncertainties

The software is critical to the future administration of Housing Benefit, Council Tax and the Council Tax Reduction scheme. Without Civica Support and Maintenance we would be in a position should the system fail of being unable to process benefits or bill and collect Council Tax and Non Domestic Rates. This would result in significant reductions in income collection levels and government subsidy for benefits administration.

10. Policy and Performance Agenda Implications

The provision of annual Support and Maintenance for the Civica software will enable the Council to continue to meet its statutory duty to administer Housing Benefit, Council Tax and the Council Tax Reduction scheme.

11. Background Papers and Consultation

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

Contact Names: Robert Cutts, Revenues and Benefits Manager, Resources Directorate
Tel. ext. 23320, robert.cutts@rotherham.gov.uk