

ROTHERHAM BOROUGH COUNCIL – REPORT TO COMMISSIONER MANZIE

1.	Meeting:	Commissioner Manzie
2.	Date:	30th March, 2015
3.	Title:	Northgate OHMS Housing System - Licences and Support 2015/16
4.	Directorate:	Environment and Development Services

5. Summary

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

The contract between RMBC and Northgate for the provision of its Housing System has been in place since 1995 and the system is in the process of being replaced by Civica Universal Housing, although the first phase will 'go live' in April 2015 it is not expected to be fully complete until 2016. In the meantime there is a need to maintain an annual support and maintenance contract for the incumbent system. The cost of this for 2015/16 is £76,210.90 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 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; 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 the first phase which replaces the majority of OHMS functionality is due to 'go live' in April 2015 although is not expected to be fully implemented until early 2016 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 for a final year (starting 01/04/2015).

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 2015/16 is £76,210.90 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 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 Housing, ICT and Procurement Services and all have confirmed agreement with the proposals.

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