

Report to Cabinet

20 July 2022

Subject:	Civica Contract Award and Upgrade to CX
Cabinet Member:	Councillor Danny Millard - Cabinet Member for Communities Councillor Charn Singh Padda - Cabinet Member for Housing Councillor Suzanne Hartwell - Cabinet Member for Adults, Social Care and Health
Director:	Alice Davey – Director of Borough Economy
Key Decision:	Yes
Contact Officer:	Nicola Plant Service Manager – Regulated Services Nicola_plant@sandwell.gov.uk Binda Rana Adults Systems Manager Binda_rana@sandwell.gov.uk

1 Recommendations

- 1.1 That the Director of Borough Economy, in consultation with the Director of Finance - Section 151 Officer, be authorised to award a contract for 'Civica Cx Case Management System' to be procured via a direct award of contract using Crown Commercial Services (CCS) Data and Applications Solutions framework RM3821 and be awarded for a five-year period with an option to extend for a further two years.
- 1.2 That the Director Law and Governance – Monitoring Officer be authorised to execute any documentation necessary to enable the action referred to in 1.1 above.



1.3 That any necessary exemptions to the Council's Procurement and Contract Procedure Rules be made to enable the course of action referred to in 1.1 above to proceed.

2 Reasons for Recommendations

2.1 The Civica software system is currently used as a case management system for Regulated Services and Environmental Protection & Enforcement within the Borough Economy Directorate. The system is also utilised by Housing Improvement Agency and Private Sector Housing within the Housing and Public Health Directorates.

2.2 A contract was awarded in March 2020 for the provision of CIVICA software for a period of two years with provision for two single year extensions. This included the option to upgrade the system to Cx, however this was not actioned.

2.3 In March 2022, one of the single year extensions was enacted to extend the contract for the provision of Civica software system to the end of March 2023.

2.4 The services have considered their future case management requirements and have identified that the Civica software system, upgraded to the Cx system will continue to meet the needs of the services moving forward.

2.5 Approval is sought to enable a direct award via the Crown Commercial Services Framework RM3821 in order to continue provision of the case management software upgraded to Civica Cx for a period of five years with an option to extend for up to a further two years.

2.6 All framework suppliers have been pre-qualified to supply the services required by SMBC and meet all technical and financial preconditions commensurate with the service and public sector procurement.



3 How does this deliver objectives of the Corporate Plan?

	<p>People live well and age well</p> <p>The services using this software system contribute to public safety by ensuring compliance with legislation across a range of legislation linked to air quality, housing, food safety and consumer protection.</p>
	<p>Strong resilient communities</p> <p>Contribute to community safety through environmental protection services and protection from counterfeit goods and rogue traders.</p>
	<p>A strong and inclusive economy</p> <p>Support to ensure new relevant business are aware of legislative requirements and ensures compliance</p>

4 Context and Key Issues

- 4.1 A contract was awarded in March 2020 for the provision of CIVICA software for a period of two years with provision for two single year extensions. This included the option to upgrade the system to Cx, however this was not actioned.
- 4.2 In March 2022, one of the single year extensions was enacted to extend the contract for the provision of Civica software system to the end of March 2023.
- 4.3 The software system is used by services within the Borough Economy, Neighbourhoods and Public Health Directorates, and as such the costs of the contract will be shared by the three Directorates.
- 4.4 The value of the contract will include initial system upgrade and licensing costs in year 1 and annual costs.
- 4.5 The total value of the contract for the period of five years will be £659,650, plus £161,240 if the maximum two-year extension were activated.
- 4.6 The costs will be apportioned between the three Directorates as follows

Directorate	Total Costs (5yr)	Total Costs (+2yr)
Borough Economy	£227,380	£54,490
Housing	£275,370	£69,100
Public Health	£156,900	£37,650

5 Alternative Options



- 5.1 An open market procurement process could be considered however Corporate Procurement have identified that the service we require is available via a Crown Commercial Services Framework. This provides a compliant and cost effective means of procuring the service. Direct awarding and procurement from the CCS framework is compliant with Public Contract Regulations 2015.
- 5.2 Doing nothing is not an option. The provision of a case management system for these service areas is essential to support modern service delivery.



6 Implications

Resources:	The total value of the contract for the period of five years will be £659,650, plus £161,240 if the maximum two-year extensions were activated. Service areas' budgets already include funding to cover the cost of specific modules required
Legal and Governance:	The Council's Procurement and Contract Procedures and Public Contract Procedure Rules (PCR) 2015 will be adhered to.
Risk:	The corporate risk management strategy has been complied with to identify and assess the risks associated with the recommendations being sought. This has concluded that there are no significant risks that require reporting.
Equality:	No implications
Health and Wellbeing:	No implications
Social Value	Social Value will be considered during the procurement process

7. Appendices

List appendices

8. Background Papers

List source/background documents

