



Portfolio Holder Report

The portfolio holder will make a decision on this item after seven days have elapsed (including the date of publication).

Report of:	Portfolio Holder	Date of publication
Clare James, Corporate Director Resources	Councillor David Henderson, Resources Portfolio Holder	9 March 2023

IDOX Systems support contract

1. Purpose of report

- 1.1 To seek approval from the Portfolio Holder for the purchase of a new contract with IDOX to cover licensing, maintenance and upgrades of our IDOX systems for the next five years.

2. Outcomes

- 2.1 This will allow the council to continue using the following IDOX applications which are used throughout the Council including Uniform, Total Land Charges, Public Access and D.M.S. (Document Management System).
- 2.2 To provide support for the above applications enabling officers to be able to log support calls for IDOX technicians who will resolve any issues.
- 2.3 To supply and install upgrades for the applications over that period.

3. Recommendations

- 3.1 That the council enters into a five-year IDOX contract costing £302,650 (£60,530 per annum), funded from current ICT base budgets and the IT Strategy Reserve. The contract will run from 1 April 2023 to 31 March 2028. This procurement will be made under the Crown Commercial Services framework RM3821 for the provision of Data and Applications Solutions.
- 3.2 That approval is given to proceed under the Exemption to Contract Procedures contained within the Financial Regulations and Financial Procedures Rules on the grounds that if a framework agreement is available that necessitates the council not having to go out to tender and the goods, works or services will still provide the council with best value for money.

4. Background

- 4.1** Wyre Council first purchased the IDOX Uniform application in 2002 for Planning and Building Control. A key part of this application is a property database, which integrates with numerous other application modules within the IDOX catalogue. Since its introduction, the Uniform application and other modules have been adopted by several departments including Environmental Health, Licensing, Street Naming and Numbering, Local Gazetteer and Housing, making it a fundamental service for many departments.
- 4.2** Total Land Charges was added later, so that the Land Charges team could utilise information from other IDOX Uniform modules to do searches.
- 4.3** Since then, IDOX Public Access has been used to allow customers to be able to see what is happening with planning applications or access information on Licensing applications.
- 4.4** The IDOX Document Management System was added to move away from paper records and allow automation of processes through the links that were available in Uniform and Public Access to provide a better experience for the customer.
- 4.5** Now we are adding IDOX Onsite Applications which will allow officers to update IDOX systems in real time while they are out on site visits, and that will save them time whilst reducing the need to come back to the office.
- 4.6** Adding their Technical Managed Service to the contract will save the Council £7,300 over the five-year term compared to the standard list price. This will keep the IDOX software up to date with the latest features but more importantly with security and bug patches.

5. Key issues and proposals

- 5.1** The IDOX applications provide a shared resource for many of our departments that gives them the ability to provide a better service to our customers through combined data. These applications are tailored for councils, it is not possible to find another supplier that can provide the same type of modular platform for all the departments that use them. The cost of building a bespoke system to do this is prohibitive.
- 5.2** The cost of the IDOX system is currently budgeted at £43,000 in 2023/24. The annual cost will increase to £60,530, taking into account the annual licensing and maintenance cost of £46,660 (£233,300 over five years) and the new annual technical managed service of £13,870 (£69,350 over five years). The total cost excluding inflation is estimated to be £302,650. The gap of £17,530 per annum will be met from the IT Strategy Reserve.

6. Delegated functions

- 6.1** The matters referred to in this report are considered under the following executive function delegated to the Resources Portfolio Holder (as set out in Part 3 of the council's constitution): "If a framework agreement is available that necessitates the Council not having to go out to tender and the goods, works and services will still provide the Council with best value for money."

Financial and legal implications	
Finance	The cost of the IDOX system is currently budgeted at £43,000 in 2023/24 (see £52,000 base budget on 6404/43604/43659 which also includes £9,000 for mobile apps). The annual cost will increase to £60,530, taking into account the annual licensing and maintenance cost of £46,660 (£233,300 over five years) and the annual technical managed service of £13,870 (£69,350 over five years). The total cost excluding inflation is estimated to be £302,650. The gap of £17,530 per annum will be met from the IT Strategy Reserve. CPI will be applicable to the annual payments and the MTFP includes an estimated provision. Any shortfall will be met from the IT Strategy Reserve.
Legal	A contract for the purchase and implementation of the IT software will be entered into under the Crown Commercial Services framework RM3821 for the provision of Data and Applications Solutions which complies with the Council's Financial Regulations and Financial Procedure Rules.

Other risks/implications: checklist

If there are significant implications arising from this report on any issues marked with a ✓ below, the report author will have consulted with the appropriate specialist officers on those implications and addressed them in the body of the report. There are no significant implications arising directly from this report, for those issues marked with a x.

risks/implications	✓ / x
community safety	x
equality and diversity	x
sustainability	x
health and safety	x

risks/implications	✓ / x
asset management	x
climate change	x
ICT	✓
data protection	x

Processing Personal Data

In addition to considering data protection along with the other risks/ implications, the report author will need to decide if a 'privacy impact assessment (PIA)' is also required. If the decision(s) recommended in this report will result in the collection and processing of personal data for the first time (i.e., purchase of a new system, a new working arrangement with a third party) a PIA will need to have been completed and signed off by Data Protection Officer before the decision is taken in compliance with the Data Protection Act 2018.

report author	telephone no.	email	date
Ken Johnson	7368	Ken.johnson@wyre.gov.uk	24/02/2023

List of background papers:		
name of document	date	where available for inspection
None		

List of appendices

Appendix 1 - Cost schedule

Appendix 1

Cost schedule

Description of Deliverables	Units	Unit Price	Total over term	Payment Profile
<p>Software, Support & Maintenance: Contract renewal. 5 year term licence from 1 April 2023 until 31 March 2028 for the Uniform system and associated software currently deployed on premise at Wyre Borough Council (WBC). Software term licences, support and maintenance for the 5 year term.</p> <p>All Uniform and associated licenced software and services in place at the 1 February 2023 are considered as included as part of this contract, <u>excluding</u> the recent orders for the x6 On-Site Mobile Working Apps and also the EDMS extension order for Licensing (EDMS Li Category Pack and Redact Licence maintenance) which will continue to be billed separately. Any other software/services procured post this date will be considered as outside of this agreement and billed separately.</p> <p>WBC will also purchase a new Technical Managed Service - See Description of Deliverables for further information.</p> <p>Indexation (CPI) applicable from Year 2 onwards.</p>	5	£46,660	£233,300	<p>Year 1 - 1st April 2023 – 31st March 2024 –</p> <ul style="list-style-type: none"> £46,660 <p>Year 2 – 1 April 2024 – 31 March 2025 –</p> <ul style="list-style-type: none"> £46,660 + Indexation (CPI) <p>Year 3 – 1 April 2025 – 31 March 2026 –</p> <ul style="list-style-type: none"> Year 2 payment + Indexation (CPI) <p>Year 4 – 1 April 2026 – 31 March 2027 –</p> <ul style="list-style-type: none"> Year 3 payment + Indexation (CPI) <p>Year 5 – 1 April 2027 – 31 March 2028 –</p> <ul style="list-style-type: none"> Year 4 payment + Indexation (CPI) <p>Notes –</p> <ul style="list-style-type: none"> Year 3 payment will be the Year 2 figure we charged in year 2 + indexation (CPI) applicable at the time in Year 3

Software Licenced for;
**Uniform system with 30
concurrent spatial user
licences;**

- Gazetteer Management System
- Development Control
- Enforcements
- Listed Buildings
- Development Monitoring
- Development Planning
- Listed Buildings
- Tree Preservation Orders
- Building Control
- Contraventions
- Dangerous Structures
- Environmental Health
- Housing Assistance
- Residential Premises
- Commercial Premises
- Samples
- Accident Reports
- Infectious Diseases
- Pest Control
- Private Water Supplies
- Dog Control
- Risk Assessment
- Licensing
- ASB
- Street Naming and Numbering
- Uniform Map Loader
- Total Land Charges
- 1App Planning Portal Connector (now DC CCF Task)
- IDOX Public Access/Consultee Access for Planning
- IDOX Public Access/Consultee Access for Licensing

<ul style="list-style-type: none"> • IDOX Public Access for Building Control • IDOX Public Access for Land Charges • Licence for Building Control Competent Persons • Service Requests Connector • GMS Exchange • Oracle 1 CPU ASFU SE2 licence <p>IDOX EDMS system;</p> <ul style="list-style-type: none"> • 30 concurrent user licences • Browse, Index user licences • Document Retention Module 				
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<p>Annual Technical Managed Service; Technical Managed Service to include upgrades only</p> <ul style="list-style-type: none"> • EDMS - x2 upgrades of the over the 5yr term • TLC – x1 upgrade per annum • Public Access – x1 upgrade per annum • Oracle – x2 upgrades over the 5yr term • Snapshot – x1 Snapshot per annum • ArcSDE – x1 upgrade per annum <p>(excludes Uniform upgrades, Uniform quarterly patching, Oracle quarterly patching and Mobile Apps upgrades as requested by ICT)</p> <p>Notes •All Technical Consultancy will be performed remotely.</p>	5	£13,870	£69,350	<p>Year 1 - 1 April 2023 – 31 March 2024 –</p> <ul style="list-style-type: none"> • £13,870 <p>Year 2 – 1 April 2024 – 31 March 2025 –</p> <ul style="list-style-type: none"> • £13,870 + Indexation (CPI) <p>Year 3 – 1 April 2025 – 31 March 2026 –</p> <ul style="list-style-type: none"> • Year 2 payment + Indexation (CPI) <p>Year 4 – 1 April 2026 – 31 March 2027 –</p> <ul style="list-style-type: none"> • Year 3 payment + Indexation (CPI) <p>Year 5 – 1 April 2027 – 31 March 2028 –</p> <ul style="list-style-type: none"> • Year 4 payment + Indexation (CPI)
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<ul style="list-style-type: none"> •WBC will provide appropriate remote access for IDOX staff. •All Technical work will be done within normal working hours between Monday and Friday. Weekend Working is available but this would incur additional cost and quoted for on request. •WBC is responsible for Hardware and Operating Systems and the backing up of all servers. •All O/S, hardware, backups and restores would remain within the domain of WBC. •No Server Moves are included. 				<p>Notes –</p> <ul style="list-style-type: none"> • Year 3 payment will be the Year 2 figure we charged in year 2 + indexation (CPI) applicable at the time in Year 3
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