

**RECORD OF EXERCISE OF DELEGATED AUTHORITY BY OFFICER PURSUANT TO
REGULATION 13 OF THE LOCAL AUTHORITIES (EXECUTIVE ARRANGEMENTS)
(MEETINGS AND ACCESS TO INFORMATION) (ENGLAND) REGULATIONS 2012 &
THE OPENNESS OF LOCAL GOVERNMENT BODIES REGULATIONS 2014**

<u>SUBJECT OF DECISION</u>	
Procurement of contract for provision of Civica APP and Civica Cx for Regulatory Services	
<u>DECISION REFERENCE</u>	<u>SOURCE OF AUTHORITY AND REFERENCE</u> (i.e. Committee/ Constitution/Minute No. etc.
DO/115/2024 (JL)	3D.2 b) "Invite and accept tenders or quotations for contracts, subject to contract standing orders, financial standing orders, financial regulations and financial instructions"
<u>DATE OF DECISION</u>	<u>DECISION MAKER (Name and Job Title)</u>
28 March 2024	Jamie Lees – Assistant Director for Central Operations

RECORD OF THE DECISION

a) The issue

The licensing and support for the software used by Regulatory Services teams across the organisation is shortly due for renewal. The solution is used to manage casework within Environmental Health, Planning, Licensing, Land charges, HEART and some areas of Housing.

Civica have provided the APP platform for a number of years and are in the process of building a suite of products, called Cx, to replace the APP solution.

The existing contract, which was awarded in March 2020, included the licensing, support and maintenance for both platforms, with a view to migrating from APP to Cx for each of the service areas during the term of the contract, as the modules became available.

The implementation and migration has not progressed to plan, for a number of reasons, with the exception of the HEART team, who went live with Cx in June 2023 and are using the tool as their primary solution.

The Planning team are keen to implement a more modern tool and the Cx module that was originally on Civica's roadmap for delivery in 2023, is now no longer planned. As a result, the Planning Team, along with Land charges, are undergoing a procurement exercise to move to a different product.

A discussion with all stakeholders has resulted in an agreed approach to cease any further migration from APP to Cx and to, instead, enter into a contract to enable us to continue with the existing services as is, to reassess the requirements for each team and then embark on a new procurement exercise to secure the best solution for the services currently using APP and Cx.

b) The Decision

In order to ensure the continued availability of the existing solutions, a decision has been taken to enter into a new contract with Civica to provide licences, support and maintenance for both APP and Cx for a period of two years, with an optional 12 month extension.

REASON FOR THE DECISION

Access to APP and Cx is essential to maintain operations across each of the services. The opportunity to take stock, reassess our requirements and then explore options to replace APP is considered the best approach at this time.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED IN MAKING THE DECISION

We could continue with the migration and implementation of Cx. The scope of the original project has changed, due to Planning and Landcharges having to seek an alternative solution, and confidence in the Cx product is dwindling.

WARD RELEVANCE

None

FINANCIAL AND BUDGET IMPLICATIONS

Within existing revenue budget

<p><u>CONSULTATION UNDERTAKEN WITH MEMBERS/OFFICERS</u></p> <p>Assistant Director for Strategic Housing Assistant Director for Environment & Enforcement Head of Safety & Environmental Health Head of Home Environment Services Assistant Director for Planning Assistant Director for Democracy & Governance ICT Client Manager</p>
<p><u>ANY CONFLICT OF INTEREST DECLARED BY ANY MEMBER CONSULTED</u></p> <p>None</p>
<p><u>IN RESPECT OF ANY DECLARED CONFLICT BY A CABINET MEMBER, ANY DISPENSATION GIVEN BY THE HEAD OF PAID SERVICE</u> (Note if the decision is a non-executive decision, no dispensation can be given).</p> <p>N/A</p>
<p><u>EQUALITIES IMPLICATIONS (including any Equality Impact Assessment)</u></p> <p>None</p>
<p><u>HUMAN RESOURCES IMPLICATIONS</u></p> <p>None</p>
<p><u>FINANCIAL IMPLICATIONS</u></p> <p>None</p>
<p><u>HEALTH EQUALITIES IMPLICATIONS</u></p> <p>None</p>
<p><u>SECTION 17 CRIME & DISORDER IMPLICATIONS</u></p> <p>None</p>
<p><u>RISK MANAGEMENT IMPLICATIONS</u></p> <p>None</p>
<p><u>SME (SMALL/MEDIUM ENTERPRISES) & LOCAL ECONOMY IMPLICATIONS</u></p> <p>None</p>
<p><u>ENVIRONMENTAL IMPLICATIONS</u></p> <p>None</p>
<p><u>LEGAL IMPLICATIONS</u></p> <p>None</p>

ANY OTHER COMMENTS

**PLEASE RETURN TO THE MONITORING OFFICER AS SOON AS A DECISION IS
MADE OR AS REASONABLY PRACTICABLE THEREAFTER**