

# WIRRAL COUNCIL

## COUNCIL EXCELLENCE OVERVIEW AND SCRUTINY COMMITTEE

15 SEPTEMBER 2011

<b>SUBJECT:</b>	<b>REPLACEMENT PROGRAMME CONTROL SYSTEM SOFTWARE</b>
<b>WARD/S AFFECTED:</b>	<b>ALL</b>
<b>REPORT OF:</b>	<b>DIRECTOR OF TECHNICAL SERVICES</b>
<b>RESPONSIBLE PORTFOLIO HOLDER:</b>	<b>COUNCILLOR STEVE FOULKES</b>
<b>KEY DECISION?</b>	<b>NO</b>

### **1 EXECUTIVE SUMMARY**

- 1.1 This report informs Members of the award of a contract, under delegated authority, for the provision and support of replacement software for management of the strategic change programme.
- 1.2 The contract was awarded to Concerto Support Systems Ltd for a period of five years at a fixed cost of £68,900 with options to extend it for two further periods of five years each if considered advantageous to the council.
- 1.3 The contract provides the council with a perpetual licence for 200 named users together with support and maintenance for five years.
- 1.4 The contract also establishes a schedule of prices for additional licences and alternatively a full site licence. Additional licencing is not something that will occur in the short term but may be needed if the system is used to manage other programme management activities. Examples of this elsewhere include using the system to manage ICT development, capital programmes as well as business as normal activities such as closure of accounts. The advantages of this is to provide a single database of all significant projects for strategic management whilst giving project managers a standard system for planning, delivery, time-sheet recording, re-charging and risk management.

- 1.5 The contract also allows for the potential replacement of the Performance Information Management system (PIMS). This will be investigated and if proven suitable will initially pilot a selected range of performance related activities.

## **2 RECOMMENDATIONS**

- 2.1 Members note the award of the contract awarded to Concerto Support Systems Ltd for a period of five years at a fixed cost of £68,900, with options to extend it for two further periods of five years each if considered advantageous to the Council.
- 2.2 Members also note that the contract allows for licencing expanded use of this system to meet all likely longer term council requirements to meet its project management needs.

## **3 REASONS FOR RECOMMENDATIONS**

- 3.1 The contract for the current system ceases on the 1<sup>st</sup> November 2011 and a replacement system is required to continue the management of the Council's Strategic Change Programme.
- 3.2 At the end of the initial five years there may be advantages to the Council in extending the support contract for a further five years. A second extension of five years is also allowed for in the contract. These extensions would be evaluated at the time and would be dependent on a comparison between the product and support offered by the incumbent supplier and those available in the market place. A decision to invite tenders would also need to take into account the associated costs of changing supplier and re-implementing the software.

## **4.0 BACKGROUND AND KEY ISSUES**

- 4.1 Cabinet 22 July 2010 approved the creation of the Strategic Change Programme and the adoption of a suitable system for managing the programme
- 4.2 On the 1<sup>st</sup> November 2010, the Council entered into a one year contract and acquired current web based system using a 'hosted' solution, that is the software and database sit on the providers ICT infrastructure rather than on the Councils own ICT platform. This approach was adopted as it allowed for an

economic and rapid deployment of a suitable solution and allowed the Council's requirements to be developed before committing to a more permanent solution.

4.3 Tenders were invited in accordance with EU procurement regulations and the Council constitution using a 50% price 50% quality mode. The Procurement Team were consulted and assisted in the tendering process.

4.4 The OJEU notice generated 59 expressions of interest. The following lists the ten companies that went on to submit a response to the pre-qualification questionnaire. (PQQ)

- 1<sup>st</sup> Milestone Ltd
- CAM Management Solutions
- Capita IT Services
- Compuware UK Ltd
- Concerto Support Services Ltd
- Cora Systems
- IBM
- IRW Systems Limited
- InPhase Ltd
- ninthwave

4.5 The five companies that scored highest in the PQQ evaluation were invited to submit a tender.

4.6 The tender evaluation determined that Concerto Support Systems Ltd submitted the lowest priced tender and scored well on quality. The combined price/quality score for this company was higher than any others and was consequently awarded the contract under delegated authority.

## **5.0 TIMETABLE FOR SYSTEM REPLACEMENT**

5.1 The plan is based upon the Concerto Support System Ltd solution taking over the management of the Strategic Change Programme after the October reporting cycle on the 3<sup>rd</sup> October 2011. This leaves a three week buffer before the current hosted ceases on the 1<sup>st</sup> November 2011.

5.2 This plan required the exchange of contracts on or around the 11<sup>th</sup> August for the contract to start on 1<sup>st</sup> September 2011.

## **6.0 RELEVANT RISKS**

6.1 The immediate risk concerns the failure to have the replacement system ready to take over from the hosted system before it ceases. This is countered by an understanding that the council could extend this hosted service on a monthly basis.

6.2 The data in the hosted system has been backed up on council infrastructure to safeguard it in case of difficulties with the hosted solution.

6.3 The contract bestows a perpetual licence for the council to use the replacement system and so mitigates the risk that Concerto Support Systems Ltd ceases to trade.

6.4 A risk register is maintained by the project manager and any risks that cannot be contained are escalated. A project plan is in place and resources allocated that should mitigate many of the risks.

## **7.0 OTHER OPTIONS CONSIDERED**

7.1 The management of the previous change programmes used manual paper based control. The change programme arrangements were reviewed and led to the Cabinet resolution 22 July 2010 to introduce an electronic solution.

7.2 The intervening period has demonstrated the effectiveness of this approach and has enabled complex projects to be developed and managed more easily and more effectively. Elsewhere, the benefits of a single database for managing programmes include the management of resources, setting priorities and integrating activity.

## **8.0 CONSULTATION**

8.1 Workshops with users and other key staff were used to gather ideas on the use of the current system, improvements and defining the specification used in the procurement process.

## **9.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS**

9.1 There are no specific implications.

## **10.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS**

10.1 The resource requirements of the project are currently being met through existing staff resources and the Strategic Change Programme system provision in the Technical Services Department.

## **11.0 LEGAL IMPLICATIONS**

11.1 Not applicable.

## **12.0 EQUALITIES IMPLICATIONS**

12.1 None: No equality impact assessment (EIA) is required.

## **13.0 CARBON REDUCTION IMPLICATIONS**

13.1 Not applicable.

## **14.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS**

14.1 Not applicable

**REPORT AUTHOR:** **Bob Neeld**  
Chief Accountant (Systems and Central Services)  
telephone: (0151 6666 3410)  
email: bobneeld@wirral.gov.uk

## **APPENDICES**

There is one exempt appendix associated with this report which provides confidential information as regards the comparison of tenders.

## **REFERENCE MATERIAL**

Background papers and information used in the preparation of this report are held by the Strategic Change Programme Office - Technical Services Department.

## **SUBJECT HISTORY**

<b>Council Meeting</b>	<b>Date</b>
Cabinet – Budget Projections 2011 -2014 (Minute 52.4.ix)	24/6/10
Cabinet – Review of the Strategic Change Programme	22/7/10