

Report for: Cabinet Member Signing

Title: Contract award for Iworld support and maintenance

Report authorised by : Jess Crowe – Director of Culture, Strategy & Engagement

Lead Officer: Carla Villa, Principal Supplier Manager 0208 152 5553

Ward(s) affected: N/A

**Report for Key/
Non Key Decision:** Key Decision

1. Describe the issue under consideration

This report seeks approval to award a contract to NEC Software Solutions (UK) Ltd for the provision of the support and maintenance for the Iworld Revenues and Benefits System for a period of 4 years. The current agreement is due to expire on 15th April 2023.

A Cabinet decision is required under Contract Standing Orders (CSO) to award the contract for the above maintenance and support contract as permitted under CSO 3.0.1b (contracts over £500k).

2. Recommendations

The Cabinet Member for Finance and Local Investment to approve, in accordance with CSO 3.01(b) the award of contract to NEC Software Solutions (UK) Ltd for the provision of Iworld Support and maintenance in order to maintain the system for use by Council officers and partners.

The Iworld contract will have an overall value of £569,176.97 for a duration of 48 months and will include continued support for all Iworld modules currently used. The contract will be charged annually at a cost of £142,294.24 p.a.

3. Reasons for decision

The Northgate IWorld application is core to the Councils' Revenues and Benefits processing, which allows collection of Council Tax and NNDR and provision of Benefits to our residents. The current support and maintenance contract expires on 15th April 2023.

4. Alternative options considered

Do Nothing – Not an option as iWorld is a critical system to the Council.

The requirement is for ongoing support and maintenance of the existing application which only NEC can provide. The contract will be called off a RM3821 Data Application Solutions Framework, which allows direct award if we already have the system. The cost of moving to an alternative solution would be

costly and require 18months to 2 years to implement. No alternate solution was considered.

5. Background information

The iWorld system provides the core system for the provision of processing both Council Tax and NNDR along with Benefit payments against both activities. It allows the Council to fulfil its statutory functions.

IWorld is a proprietary NEC system that cannot be supported by an alternate provider. A contract is required for the ongoing support and maintenance.

6. Contribution to the Corporate Delivery Plan 2022-2024 High level Strategic outcomes'?

Outcome 20: We will be a council that uses its resources in a sustainable way to prioritise the needs of the most vulnerable residents. Objective d) We will use our resources and policies to redistribute the financial burden on our residents. The provision of this software supports the Council's ability to provide its statutory function in respect of Revenues and Benefits

7. Statutory Officers comments (Director of Finance (procurement), Head of Legal and Governance, Equalities)

7.1 Finance

The cost of this four-year contract award for the provision of Iworld Support and maintenance services is £569,177 which represents an annual increase of 15% on the current contract which was agreed at a fixed price four years ago. The Digital Services contracts budget is insufficient to fully cover the increased cost of this new contract however an inflation provision has been included in the 23/24 corporate budgets to cover, among other things, contract inflation and currency fluctuations within Digital contracts. This will be released to the Service at an appropriate point during the year to cover the budget shortfall.

7.2 Strategic Procurement: PC

CSO 7.01 b) permits the selection of a contractor from a public sector framework. RM3821 Data Application Solutions Framework is a framework compliant with CSO 7.01 b) and permits the use of a direct award where a system is intrinsically linked to use within the organisation procuring. The selection process is therefore compliant with the framework rules.

CSO 9.07.1d) permits only the Cabinet to award a contract valued at £500,000 or greater. Strategic Procurement support the recommendations in section 2 of this report to award this contract.

7.3 Head of Legal and Governance

The Head of Legal and Governance (Monitoring Officer) has been consulted in the preparation of this report. The services are above the relevant financial threshold of £213,477 (incl. VAT) and is therefore governed by the Public Contracts Regulations 2015 apply.

Where the value of the contract is in excess of £500,000, the decision to approve the contract award would ordinarily fall to Cabinet (CSO 9.07.1 (b) contracts valued at £500,000 or more). In-between meetings of the Cabinet, the Leader may take any such decision or allocate to the Cabinet Member with the relevant portfolio (CSO 16.02).

The Head of Legal and Governance (Monitoring Officer) confirms that there are no legal reasons preventing the Cabinet Member for Finance and Local Investment from approving the recommendations in this report.

7.4 Equality comments

The council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
- Advance equality of opportunity between people who share protected characteristics and people who do not
- Foster good relations between people who share those characteristics and people who do not.

The three parts of the duty apply to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex and sexual orientation. Marriage and civil partnership status applies to the first part of the duty.

Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.

The proposals within this report are back-office functions and do not affect equalities. It is considered to be a neutral equalities impact.

8. Use of Appendices

None

9. Local Government (Access to Information) Act 1985 N/A