

Consolidation of Revenues, Benefits and Document Management systems Contract Procurement

REPORT TO; Assistant Director Technology

DECISION DATE: 6th December 2023

PROPOSED RECOMMENDATION

To undertake a procurement exercise for the consolidation of the seven ex Borough and District Revenues, Benefits and Document Management systems into one system and contract, with the aim of billing from the one system for Annual Billing in February 2025. All the Revenues and Benefits systems are with one supplier NEC and five of the Document Management systems are also with NEC for the Revenues and Benefits documents and workflows. This new contract will include all the former Borough and Districts with the new contract commencing 1 April 2024, and the termination of all the old contracts on the 31 March 2024. The cost of the new contract will stay the same as now and be fixed for the five-year term. There is a one-off cost though of £299,034 for the transition from multiple systems down to one. We have been working with Margaret Wallace Assistant Director, Customer, Revenue and Benefits and she is in agreement with this approach.

BACKGROUND TO SUPPORT THE RECOMMENDATION

Currently some of the contracts in place are running on and not in contract. With the need to consolidate the systems as part of the new Council now seems the correct time to address the contract situation as well to ensure it is fully compliant. Both Technology and Customer, Revenue and Benefits services agree this is the best cause of action and these systems have been prioritised as such in the service plans.

The new contract will commence from the 1 April 2024.

LEGAL AND GOVERNANCE COMPLIANCE

The procurement exercise will be undertaken by the Council's Procurement and Contract Management Service, with a Gateway report to be produced and considered in accordance with the Council's Procurement and Contract Procedure Rules. The aim would be to award this Contract through a compliant framework.

This is a key decision. The consolidation of the Revenues, Benefits and Document Management system contract was entered on the forward plan in November 2022.

RECOMMENDATION

To procure a contract for the consolidation of the Councils Revenue, Benefits and Document Management systems of North Yorkshire Council from the 1 April 2024. The replacement contract will include all the Revenue, Benefits and Document Management systems held with NEC and cancel all old contracts with effect 31 March 2024.

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Procurement
Graeme Thistlethwaite, Head of Systems and Applications
6th November 2023