

Report to	Cabinet	Item
	08 July 2020	
Report of	Director of strategy, communications and culture	12
Subject	To award a new contract for the existing Northgate Revenues and Benefits system	

KEY DECISION

Purpose

To seek approval for the award of a new contract for the licensing and support of the Northgate revenues and benefits system.

Recommendation

To delegate authority to the director of strategy, communications and culture in consultation with the cabinet member for resources to award a contract for the ongoing support and maintenance of the revenues and benefits software and associated services

Corporate and service priorities

The report helps to meet the corporate priority People living well

Financial implications

The existing contract with Northgate Public Services costs approximately £145k pa. The core system is supported until 31 March 2021 with associated services supported until 28 May 2021. The new proposed agreement will align all services into one single agreement reducing annual costs to approximately £128k pa.

The new agreement includes all existing and future Northgate developments (within the 5-year period) at no additional cost.

Ward/s: All Wards

Cabinet member: Councillor Kendrick - Resources

Contact officers

Nikki Rotsos, Director of strategy, communications and culture 01603 212211

Paul Gooch, Contract support and applications manager, IT Services 01603 987580

Background documents

None

Report

Background

- 1) The revenues and benefits service delivers a core function for the council, managing council tax, business rates and benefits services.
- 2) For this purpose, the council uses software provided and supported by Northgate Public Services.
- 3) The existing agreement comprises the core system and a more recent (2016) agreement to provide the online system known as 'Webcapture' for Revenues services. The core system contract expires at the end of March 2021 and the 'Webcapture' contract expires at the end of May 2021.
- 4) A new agreement is required to continue to be able to provide this service. and to provide a platform for making improvements and efficiencies to benefit the council and its citizens
- 5) Northgate Public Services have proposed a new contract that will result in a reduced overall charge, includes all existing enhancements that are not yet in use at the council, plus all planned future developments, at no additional cost

Procurement Process

- 6) The expiry of the current contracts requires a new procurement.
- 7) A Crown Commercial Services framework has been identified that will allow a direct award for this software and associated items

Timescales

- 8) Delegated authority will allow the new procurement to progress to replace the current contracts, due to expire at the end of March 2021 and May 2021 respectively

Integrated impact assessment



NORWICH
City Council

Report author to complete

Committee:	Cabinet
Committee date:	8 th July 2020
Director / Head of service	Nikki Rotsos, Director of strategy, communications and culture
Report subject:	IT contract renewal – Northgate Public Services (revenues and benefits system)
Date assessed:	22 June 2020

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Reduction in support costs
Other departments and services e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ICT services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Simplification of services into one software installation
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial inclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Health and well being	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Risk management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Recommendations from impact assessment

Positive

Overall, this will result in a reduced cost to the authority for the provision of the existing software and at the same time present the opportunity to make use of new functionality that would previously have been charged for by the supplier. In addition, all future developments released by the supplier will be available for the council to adopt and use at no additional cost during the period of the agreement.

Replacing the 'Webcapture' software with Northgate's own solution will reduce the complexity of the IT estate and increase the opportunity for better integration with other systems.

Continuing to use the Northgate software for this service mitigates the costs and risk associated with considering an alternative solution for what is an extremely complex and significant core system for the council

Negative

None

Neutral

Issues

None