

<b>SUBJECT:</b>	<b>REPLACEMENT DOCUMENT MANAGEMENT SYSTEM FOR REVENUES</b>
<b>MEETING:</b>	<b>CABINET</b>
<b>DATE:</b>	<b>7<sup>th</sup> March 2018</b>
<b>DIVISION/WARDS AFFECTED:</b>	<b>All</b>

## **1. PURPOSE:**

This report seeks approval to replace the Revenue Team's document management system and requests an up front capital investment from the ICT Reserve. The business case to support this investment is set out within this report.

## **2. RECOMMENDATIONS:**

- 2.1 To agree to replace the Revenue Team's document management system, as evidenced in this report and the accompanying business case.
- 2.2 To jointly contract with the Shared Benefits Service for Northgate Public Services to provide a document management system – Information @ Work.
- 2.3 To agree to release one off reserve funds of £54,000 from the ICT Reserve to pay for the required initial upfront capital investment.

## **3. KEY ISSUES:**

- 3.1 The document management system is one of the Revenue team's key systems. The system is used to record all incoming and outgoing mail and is used to manage the day to day work of the Team.
- 3.2 The Team is currently using the Civica Comino system. The contract for this service has been in place since 1999 and the annual subscription falls due on 1<sup>st</sup> September each year. Whilst the system has generally worked well for the Revenues team, there has been very little investment in the system. We are currently operating version 12 of the software, with the latest release being version 22.
- 3.3 Our software supplier has recently advised all customers that everyone must migrate their system platforms from Oracle to SQL. However for the Council to make this change we would also have to upgrade the whole system making this an expensive exercise. Since January 2018 we have been working on an unsupported system. Should any problems arise the software company will not be able to provide us with a fix, potentially making the system redundant.

- 3.4 Consequently there is an immediate requirement to move away from this outdated technology. Given the severity of the situation it was agreed that it wasn't feasible to undertake a full tender exercise. Instead our current system providers were approached and requested to provide details of their document management systems.
- 3.5 There are two main systems available to us – Civica Comino and Northgate's Information @ Work. Both systems have similar functionality and offer more advanced functionality than the system that we are currently using.

#### **4. OPTIONS APPRAISAL**

##### *4.1 Option 1 – Upgrade to Version 22 of Comino and upgrade Oracle to SQL*

4.1.1 This option was investigated. However the decision was made not to upgrade our existing software for the following reasons:

- The cost to upgrade Comino and manage the data it contains required a capital investment of around £47,000. The company were also unwilling to review our current annual fees which are circa £17,000 per annum. In comparison to the other supplier, these costs were significantly higher.
- Our current supplier had become complacent and was unwilling to review our existing contract arrangements without a full contract review which would take a considerable amount of time to work through.
- The time taken to upgrade the system was longer in comparison to the other available options.

##### *4.2 Option 2– To purchase the Information @ Work module from Northgate*

4.2.1 Monmouthshire's Revenues Team use the Northgate system to administer council tax and business rates. The Shared Benefits service also use the Northgate system to administer Housing Benefits. Information @ Work is an additional module which can be purchased separately.

4.2.2 Northgate provided us with system information, changeover details and prices for purchasing this additional module. Whilst this is a feasible option, it was decided that there wasn't much value in Monmouthshire purchasing this module ourselves when we could jointly contract with the Shared Benefits Service for the same module at a lower cost and a shorter lead time.

##### *4.3 Option 3 – To join up with the Shared Benefits Service who are currently using Northgate's Information @ Work system*

4.3.1 The Shared Benefits Service have been using Information @ Work for over a year now. Torfaen's Revenues Team have also been using the system for a number of years.

4.3.2 In the interest of collaboration, the Manager of the Shared Service was prepared to share their system setup and to jointly contract with us with Northgate for this module. It is estimated that this will take a matter of weeks rather than months to set up and saves the Council money.

4.3.3 The decision was therefore made to jointly contract with the Shared Benefits Service for this module.

4.3.4 The decision to award the contract to Northgate Public Services provides the following benefits:

- Confidence that we have the most up to date document management system.
- A system that is compliant and meets PSN requirements.
- A cleansed system holding documents for six years plus the current financial year which complies with Data Protection and GDPR requirements. The system also has an in built retention and disposal module which will ensure continued compliance in the future.
- Improved automation saving time and improving the Revenues Team's efficiency. Current problems with the import of emails into Comino mean that the Revenue Processors are having to print and scan emails into the system. The new system will provide an automatic link.
- The letter templates used within Information @ Work are created through Microsoft Word. This technology isn't currently available to us. This move will improve and speed up the creation of letters etc.
- Option to rollout and scale up the solution to other departments in the future.

4.3.5 Specific benefits to Monmouthshire's customers:

- A high quality service.
- A continued seamless service.
- The knowledge that their personal data and information is safe and secure and managed under Data Protection legislation.
- The potential to self-serve in the future. The Northgate future roadmap includes a self-scanning module which if purchased could be rolled out to our Hubs. This would improve our offering to customers and reduce waiting time at our Hubs.

## **5. EVALUATION CRITERIA**

An evaluation assessment has been included at Appendix A for future evaluation of whether the decision has been successfully implemented. The decision will come back

to this committee in 12 months for review. ***A TEMPLATE FORM IS AVAILABLE AT THE END OF THIS DOC.***

## **6. REASONS**

The Revenue Teams current document imaging system is outdated and requires updating. The outdated technology is preventing the Authority obtaining PSN accreditation putting the whole Authority at risk. Consequently there is an immediate requirement to upgrade this important system.

## **7. RESOURCE IMPLICATIONS**

7.1 Capital costs of £54,000 are required to purchase the new system, to migrate the required data to the new system and to decommission the old system. It is proposed that these costs are funded from the ICT reserve.

7.2 Thereafter, annual costs of £2,900 will be required to maintain and run the system. These costs will be paid from the Revenues, Systems & Exchequer's revenue budget. Compared to our existing contract arrangements these will potentially generate an annual saving of £14,000. £10,000 of this saving has been released to the 2018/19 Medium Term Financial Plan. The remaining £4,000 is to be retained by the service to ensure that any unexpected development costs resulting from the system change can be paid for.

## **8. WELLBEING OF FUTURE GENERATIONS IMPLICATIONS (INCORPORATING EQUALITIES, SUSTAINABILITY, SAFEGUARDING AND CORPORATE PARENTING):**

The significant sustainable development and equality impacts identified in the assessment (Appendix Two) are summarised below for members' consideration:

- This contract review ensures that we are getting the best value for money and will result in a reduction in annual revenue spend.
- The new system will ensure that council tax payers personal data is safe and secure and managed in line with legislation.
- This is a joint arrangement with the Shared Benefits Service

## **9. CONSULTEES:**

The consultees listed below have been part of the system evaluation and their comments have been taken into account in preparing this report and accompanying business case.

- Cabinet
- Senior Leadership Team
- Head of Finance

- Revenues, Systems & Exchequer Team
- Procurement Team
- Shared Resource Service
- Shared Benefits Service

**10. BACKGROUND PAPERS:**

Appendix One: Business Case

Appendix Two: Future Generations Evaluation Form

**11. AUTHOR:**

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## Evaluation Criteria – Cabinet, Individual Cabinet Member Decisions & Council

<b>Title of Report:</b>	
<b>Date decision was made:</b>	
<b>Report Author:</b>	

### What will happen as a result of this decision being approved by Cabinet or Council?

What is the desired outcome of the decision?  
What effect will the decision have on the public/officers?

*12 month appraisal*

*Was the desired outcome achieved? What has changed as a result of the decision? Have things improved overall as a result of the decision being taken?*

### What benchmarks and/or criteria will you use to determine whether the decision has been successfully implemented?

Think about what you will use to assess whether the decision has had a positive or negative effect:  
Has there been an increase/decrease in the number of users  
Has the level of service to the customer changed and how will you know  
If decision is to restructure departments, has there been any effect on the team (e.g. increase in sick leave)

*12 month appraisal*

*Paint a picture of what has happened since the decision was implemented. Give an overview of how you fared against the criteria. What worked well, what didn't work well. The reasons why you might not have achieved the desired level of outcome. Detail the positive outcomes as a direct result of the decision. If something didn't work, why didn't it work and how has that effected implementation.*

### What is the estimate cost of implementing this decision or, if the decision is designed to save money, what is the proposed saving that the decision will achieve?

Give an overview of the planned costs associated with the project, which should already be included in the report, so that once the evaluation is completed there is a quick overview of whether it was delivered on budget or if the desired level of savings was achieved.

*12 month appraisal*

*Give an overview of whether the decision was implemented within the budget set out in the report or whether the desired amount of savings was realised. If not, give a brief overview of the reasons why and what the actual costs/savings were.*

*Any other comments*

