

Report of: Portfolio Planning Team Leader

Report to: Chief Digital and Information Officer

Date: 8th February 2018

Subject: Report to seek approval to waive Contract Procedure Rules 8.1 and 8.2 and enter into contract with Hydra Management Limited for the provision of support and maintenance for Hydra Manager/Personal planning tool for a period of 12 months with the option to extend by a further 12 month period.

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. Hydra Manager and Hydra Personal are tools employed by Digital and Information Services (DIS) to record and plan work. The information collected in the system is integral to DIS's recharge processes for project work undertaken.
2. Hydra Management Limited provide support of the Hydra Management Software and deal with any issues the DIS Portfolio Planning Team are unable to resolve. The current contract for support and maintenance of the solution is due to expire on 31/03/2018.
3. There is a requirement to continue the current support arrangements with Hydra Management Limited until the review can be completed and requirements can be identified, a tender exercise can be carried out and a replacement solution implemented.

Recommendations

4. The Chief Digital and Information Officer is recommended to approve the waiver of Contract Procedure Rules 8.1 and 8.2 and enter into a 12 month contract with the option of a 12 month extension with Hydra Management Limited for the provision of Hydra Manager and Hydra Personal support.

1 Purpose of this report

- 1.1. This report seeks approval from the Chief Digital and Information Officer to waive Contract Procedure Rules 8.1 and 8.2 and enter into a contract with Hydra Management Limited for the provision of Hydra Manager & Hydra Personal support for a twelve plus twelve month contract. The maximum charge for the annual support and maintenance will be £18,310 in 2018/19.

2 Background information

- 2.1 The council currently has a contract with Hydra Management Limited to provide support and maintenance of their Hydra Manager solution.
- 2.2 The current solution has been in place for a number of years and the support and maintenance renewed on an annual basis since 2011. To ensure the Council is obtaining best value for money and DIS have a solution which meets its current requirements the decision has been taken to commence a procurement for a replacement solution.
- 2.3 DIS have completed a review of our current planning tool and processes and gathered requirements to commence a procurement for a replacement solution. These requirements have been fed into the review of the DIS Service Management system (Remedy).
- 2.5 The current maintenance and support arrangements with Hydra Management Limited will expire on 31/03/18. Renewal of the maintenance and support is required to provide sufficient time to complete the reviews and a procurement exercise.

3 Main issues

Reason for Contracts Procedure Rules Waiver

- 3.1 The current contract for support and maintenance with Hydra Management Ltd expires on 31st March 2018.
- 3.2 Plans to go out to tender for a replacement solution in July 2017 were deferred to allow:
 - a. a review of the way we manage the delivery of some types of work;
 - b. a review of the DIS Service Management requirements. The DIS service management system is currently used to manage the task allocation of all faults and work orders raised. There will be pre-market engagement to identify if there is a solution available that will meet all of these requirements and also the project activity (covered by Hydra) which will provide a better view of resource capacity/workloads.
 - c. to provide an opportunity to make savings through sourcing a solution that can meet both the Council's time recording / booking and DIS Service Management

requirements (or at least be cost neutral).

- 3.3 DIS need to continue using the Hydra Management solution until a review and tender exercise is completed and a new solution implemented for time recording, booking and potentially the management of the task allocation of all faults and work orders raised.
- 3.4 The system is an integral part of the DIS commissioning and recharge process and provides a mechanism for monitoring work within the service.
- 3.5 Without the current support and maintenance agreement in place DIS services would be left in a vulnerable position without formal contracted support from the current supplier.
- 3.6 The timescales for tender completion and implementation of a new DIS standalone time recording system or joint re-procurement with DIS Service Management solution are 31st March 2019. The DIS Portfolio Team have worked with key DIS representatives to identify and document the requirements for a time recording and booking tool. These have been fed into the wider reviews underway.

4 Corporate Considerations

4.1 Consultation and Engagement

- 4.1.1 The Portfolio Manager, Head of Service Delivery and Strategic Sourcing have been consulted and they agree that the current support supplied by Hydra Management Limited for Hydra Manager and Hydra Personal needs to continue until the decision around a Corporate approach to time management and IT Service Management has been taken, the tender exercise completed and the solution implemented.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 There are no Equality and Diversity / Cohesion and Integration issues associated with this decision.

4.3 Council Policies and City Priorities

- 4.3.1 Hydra Manager and Hydra Personal are a key system for recharging work carried out by DIS for Council Directorates.

4.4 Resources and Value for Money

- 4.4.1 The support and maintenance has been budgeted and paid for from revenue for a number of years. Following completion of the Corporate time recording requirements and the DIS review it is expected that a tender exercise will be carried out before the close of 2018/19 to ensure the proposed solution is fit for purpose and best value for money.

4.5 Legal Implications, Access to Information and Call In

4.5.1 The overall value of this decision does not fall within the scope of the Public Contract Regulations.

4.5.2 The award value is an administrative decision and the waiver of the Contract Procedure Rules is a Significant Operational Decision. The decision is not subject to call in.

4.6 Risk Management

4.6.1 Failure to approve the waiver and enter into contract with Hydra Management Limited will potentially mean that the Digital Information Services are unable to log and monitor work undertaken and will ultimately fail to recharge Council directorates for the project work undertaken on their behalf.

5 Conclusions

5.1 Due to the reasons set out in this report it has been determined that approval should be sought to award a further contract to Hydra Management Limited. The contract is for support and maintenance for a period of 12 months with the option to extend for a further 12 months.

6 Recommendations

6.1 The Chief Digital and Information Officer of DIS is recommended to approve the waiver of Contracts Procedure Rules No 8.1 and 8.2 – Intermediate value procurements and award a contract to Hydra Management Limited for a period of 12 months at a cost of £18,310 with the option to extend for an additional year.

7 Background documents

7.1 None