

Report of: Highways Asset Manager

Report to: Chief Officer Highways and Transportation

Date: 03 November 2020

Subject: Request for approval to carry out a competitive tender exercise in accordance with the Council's Contract Procedure Rule (CPR) 9 for the procurement of a New Highways and Engineering Digital Information Management solution.

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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, access to information procedure rule number: 10.4 (3) Appendix number: A	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Summary

1. Main Issues

- The Council's Highways and Transportation Service currently uses a number of software solutions to manage and maintain accurate information in relation to the Council's infrastructure assets, which includes land and property, highways, structures, public lighting, and distribution networks. In particular, the Council's current contract for the support and maintenance of the Symology, Insight Enterprise solution is due to expire on 31st May 2021, but the option to extend for further periods, up to a maximum of 24 months exists. Insight Enterprise will not be supported by Symology (the supplier) beyond 2025.
- The existing solutions provides critical business process functionality across many service areas within Highways and Transportation, and as such it is essential that any replacement solution, both continues to provide this functionality and indeed increases the scope of opportunity and functionality.
- The Council requires the on-going use of a Highways and Engineering Digital Information Management solution to enable the Highways and Transportation Service to effectively fulfil its key business operations.

- The Council's Highways and Transportation Service has undertaken a full solutions review in consultation with the Council's Digital Information Service (DIS) in order to determine a strategic direction. The outcome of which is a recommendation to rationalise the solutions used and seek to replace four key line of business solutions namely Insight Enterprise, AMX, KaarbonTech and Profess. The requirements for such a solution are being gathered so as to fully inform a procurement exercise for a replacement solution.

2. Best Council Plan Implications (click [here](#) for the latest version of the Best Council Plan)

Carrying out a competitive tender exercise will support and contribute to the delivery of the following Council policies and priorities:

- Sustainable Infrastructure
- Becoming a More Efficient and Enterprising Council
- Spending Money Wisely

3. Resource Implications

The procurement exercise will be managed by the Council's ICT Strategic Sourcing Team, and supported throughout the process by key stakeholders within Highways and Transportation Service and technical staff from within DIS.

Recommendations

The Chief Officer, Highways and Transportation, is recommended to approve the commencement of a competitive tender exercise for the procurement of a new Highways and Engineering Digital Information Management solution.

1. Purpose of this report

- 1.1 The purpose of this report is to set out the reasons for carrying out a competitive tender exercise to procure a new Highways and Engineering Digital Information Management solution.

2. Background information

- 2.1 Insight Enterprise, AMX, KaarbonTech and Profess are software solutions which enables the Council's Highways and Transportation Service to manage and maintain accurate information in relation to the Council's infrastructure assets, which includes land and property, highways, structures, public lighting, and distribution networks. It also provides much of its value to Highways and Transportation through the integration between its modules, providing common resources, such as a shared street gazetteer, and simplifying support and development activities. Insight Enterprise also supports and manages customer contact through its interfaces with the Council's corporate contact platform 'CATS' and enables the distribution of these calls to the relevant service areas within Highways and Transportation.
- 2.2 The Symology, Insight Enterprise solution is considered to be the primary solution in use and has been for in excess of 20 years. Despite having been supported by Symology, the Insight Enterprise solution is no longer considered to be fully fit for purpose. This includes issues with limited system integration, operating speed, limited remote working, potential issues in fulfilling some obligations and limited system interfacing.
- 2.3 The Insight and AMX contracts both have an end date of 31 May 2021, with the option to extend for up to a further 24 months. Profess currently has a contract end date of 31 January 2021, with a 12 month extension available and therefore will need to align with the above contracts from 1 February 2022 through a variation to the contract end date. KaarbonTech Gully SMART and Grit SMART both have a contract end date of 23 March 2021 and therefore they will also need to be aligned with the current Insight and AMX arrangements.
- 2.4 Due to the phasing out of Symology Insight in 2025 and the fact that across the service, a total of four different solutions are used, the service would benefit in a number of ways if one fully integrated solution were to be implemented, but this would need to be operational by April 2025.
- 2.5 The Highways Enterprise Architecture Project Board was established in June 2019 and has developed a full business case in regards to identifying a fully integrated Highways and Engineering Digital Information Management solution, prior to the April 2025 deadline.
- 2.6 As part of developing the solution requirements and aligning this with the various functionality and service areas that will use the solution, a series of workshops have been held with solution users and some pre-market engagement has taken place with potential solution suppliers. In addition, to further inform the project, dialogue has been held with other Local Authorities who use various solutions, this includes Blackburn with Darwen B.C. and Kirklees M.C. Further dialogue with, amongst

others, City of Edinburgh and Lincolnshire County Councils will be sought, if considered necessary.

3. Main issues

- 3.1 The Council's current contract for support and maintenance of the Symology Insight Enterprise solution is due to expire on 31st May 2021. However, the option to extend for up to 24 months does exist. The AMX contact is aligned with this date and the Profess and KaarbonTech contracts will have to be aligned when renewed to coterminous with the Symology, Insight Enterprise contract.
- 3.2 The Council's Highways and Transportation Service currently uses Symology Insight Enterprise, AMX, KaarbonTech and Profess to manage and maintain accurate information in relation to the Council's infrastructure assets. However, the existing solution has been in use for a number of years and despite the introduction of routine upgrades, the solution has limited functionality for current and future requirements. In addition, this solution may be non-compliant in regards to some of our obligations, details of which are included within the Confidential Appendix A.
- 3.3 The Council's Highways and Transportation Service has undertaken a full solutions review in consultation with DIS in order to determine a strategic direction. The outcome of which is a recommendation to rationalise the solutions used and seek to replace four key line of business solutions namely Symology Insight Enterprise, AMX, KaarbonTech and Profess. The requirements for such a solution are being gathered so as to fully inform a procurement exercise for a replacement solution. This is the ideal long term strategic and commercial position. Opportunities for savings, operational efficiencies and long term benefits are achievable.
- 3.4 While full rationalisation is considered feasible, this may take time to achieve and possibly require compromise between existing business stakeholders. For this reason, pursuit of rationalisation of solutions to a single solution should be seen as a road mapped goal subject to scope, cost and commercially feasibility decisions.
- 3.5 Prior to the expiry of the current contracts, it is expected that the procurement for a new Highways and Engineering Digital Information Management solution will be tendered through an open single procurement with contract award estimated for June 2021. As shown below the implementation and go live is estimated to be completed by the end of January 2023 (although this is subject to the implementation timescales provided by the successful supplier).

Phase 1 – ended Sept 2020	Phase 2 – ends June 2021	Phase 3 – ends Jan 2023
<ul style="list-style-type: none">➤ Project start up➤ Gathering requirements➤ Developing business case➤ Data cleansing	<ul style="list-style-type: none">➤ Data cleansing➤ Approval to procure➤ Procurement➤ Contract award	<ul style="list-style-type: none">➤ Implementation➤ Training➤ Go live➤ Handover and project close

4. Consequences if the proposed action is not approved

- 4.1 If a procurement for a Highways and Engineering Digital Information Management solution is not undertaken, the Council will have to continue using a number of solutions that do not adequately meet our current or future requirements in terms of business needs and the aspiration to rationalise the number of applications used across the Council. In addition, the current solution may be non-compliant in

regards to some of our obligations and therefore pose a risk to the Service. Going forward, we will not be able to effectively manage and maintain the Council's assets. This will inevitably be disruptive on a number of key business processes within the Highways and Transportation Service, with likely consequential economic impacts.

- 4.2 A significant amount of work has been carried out for the solutions review, developing a business case and analysis to fully inform a competitive tender exercise.
- 4.3 Alternatively, the Council's Highways and Transportation Service will need to revert to using a more time-consuming, extensive manual paper-based solution to manage its infrastructure assets across four independent solutions, which will have serious operational and reputational consequences in relation to the provision of services across the city.

5. Advertising

- 5.1 The tender opportunity will be advertised through the YORtender procurement portal.

6. Corporate Considerations

6.1 Consultation and engagement

- 6.1.1 Key stakeholders from Highways and Transportation, ICT Strategic Sourcing team and other members from the Council's Digital and Information Service have been consulted and have agreed that carrying out a competitive tender exercise to procure a new Highways and Engineering Digital Information Management solution is the best and most appropriate course to take.

6.2 Equality and diversity / cohesion and integration

- 6.2.1 An [equality, diversity, cohesion and integration \(EDCI\) screening](#) has been undertaken as part of the business analysis and approved by the Project Sponsor. Further due consideration to equality will take place as part of the Corporate Procurement Process and it is currently not applicable for an Equality, Diversity, Cohesion and Integration screening/impact assessment to be undertaken at this time. However, the full equality screenings will be carried out on the individual solutions, as appropriate, throughout project delivery.

6.3 Council policies and the Best Council Plan

- 6.3.1 Carrying out a competitive tender exercise to procure a new replacement Highways and Engineering Digital Information Management solution will support and contribute to the delivery of the following Council policies and priorities:
 - Sustainable Infrastructure - by 'improving the resilience of the city's infrastructure and the natural environment reducing flooding and other risks from future climate change' in managing utility and other highway works and enabling monitoring and production of highway maintenance plans and;

- Becoming a more efficient and enterprising Council - through effective data management in a centralised, accessible and re-usable way, and efficient document storage and retrieval.

Climate Emergency

6.3.2 This report relates to the procurement of a new Highways and Engineering Digital Information Management solution. Its impact on climate change initiatives is mainly through the support it gives those services using it. The use of a Highways and Engineering Digital Information Management solution directly contributes by facilitating digital working, enabling the Council's Highways and Transportation Service to manage and maintain the Council's infrastructure assets using a digital platform, removing the need for extensive paper based solutions.

6.4 Resources, procurement and value for money

- 6.4.1 The Council's ICT Strategic Sourcing Team will manage and carry out the procurement exercise on behalf of the Project Team.
- 6.4.2 Carrying out a competitive tender exercise to procure a new Highways and Engineering Digital Information Management solution will ensure that the Council procures a solution that meets its current and future needs and will provide on-going value for money. This proposed course of action; therefore, represents best use of Council funds.
- 6.4.3 This competitive tender exercise is aiming to replace four existing solutions with a contract for one single solution that provides opportunities for savings, operational efficiencies and long term benefits. It should be noted, however the ideal strategy is to have one solution and whilst full rationalisation appears feasible, it is likely that this will require some compromise between existing stakeholders.
- 6.4.4 Although this is considered to be a sizeable investment, it will provide both cashable savings, efficiency savings, along with longer term benefits. Additional details are set out within confidential appendix A.

6.5 Legal implications, access to information, and call-in

- 6.5.1 The decision to undertake a competitive tender exercise at the anticipated value is a Key Decision and is subject to call in.
- 6.5.2 Appendix A is exempt under Access to Information Rule 10.4(3) as it contains information relating to the financial or business affairs of a particular organisation and of the Council. It is considered that the public interest in maintaining the content of the appendix as exempt outweighs the public interest in disclosing the information due to the impact that disclosing the information would have on the Council and third parties.

6.6 Risk management

- 6.6.1 There are no identifiable risks in relation to carrying out a competitive tender exercise to procure a new Highways and Engineering Digital Information Management solution
- 6.6.2 Risks are reported to the HEA Board using the project's risk register. This includes commercial strategy to risk transfer, management and mitigation.

6.6.3 Any risks which are highlighted during the term of the new contract will be managed and mitigated through regular account management/supplier review meetings.

7. Conclusions

7.1 Carrying out a competitive tender exercise to procure a new Highways and Engineering Digital Information Management solution is considered to be the most appropriate course of action.

8. Recommendations

8.1 The Chief Officer, Highways and Transportation, is recommended to approve the commencement of a competitive tender exercise for the procurement of a new Highways and Engineering Digital Information Management solution.

9. Background documents¹

9.1 None.

10. Appendices

10.1 Confidential Appendix A (HEA - Detailed Business Case.) - Access to Information Rule 10.4(3)

¹ The background documents listed in this section are available to download from the council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.