

Finance and Resources Committee

10.00am, Thursday, 21 September 2023

Public Realm Asset and Works Order Management System – Contract Award via Waiver of CSOs

Executive/routine
Wards

Routine
All

1. Recommendations

- 1.1 That the Finance and Resources Committee:
 - 1.1.1 Notes the contract award for Asset and Works Order Management System awarded to Brightly Software Limited, through a waiver of Contract Standing Orders (CSOs), at a cost of £481,080.50. This contract extension was awarded as an urgent decision in accordance with section 4.1 of the Council's Committee Terms of Reference and Delegated Functions by the Executive Director of Place, in consultation with the Convenor of Finance and Resources; and
 - 1.1.2 Notes the intention to procure a long-term strategic partnership, with work underway to scope the requirements of this procurement.

Paul Lawrence

Executive Director of Place

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Public Realm Asset and Works Order Management System – Contract Award via Waiver of CSOs

2. Executive Summary

- 2.1 This report notes the contract award for the Asset and Works Order Management System for Operational Services awarded to Brightly Software Limited for 18-months until 30 September 2024, through a waiver of CSOs, at a cost of £481,080.50. This contract was awarded as an urgent decision in accordance with section 4.1 of the Council's Committee Terms of Reference and Delegated Functions by the Executive Director of Place, in consultation with the Convenor of Finance and Resources.

3. Background

- 3.1 Brightly Software Limited, originally Pitney Bowes Limited, has supplied the Council's Operational Services Asset and Works Order Management System since 2013. It is a core system in the division and is used to manage the delivery of services to the public realm, including but not exclusively, road infrastructure, street lighting and, communal and litter bins.
- 3.2 This includes job allocation in an efficient manner, management of customer enquiries, service performance data for service planning or identifying recurring issues for further investigation to avoid repeat visits. The system is also integrated into the online webforms for customers to report issues, raise requests and book services.
- 3.3 The current contract was a pass-through contract via CGI which expired on 31 March. This contract required change requests to be submitted if technical support or system development support was required. This arrangement affected the speed of delivering service improvements and initiatives.

4. Main report

- 4.1 A long-term partnership is being sought for the asset management and service delivery for frontline activities in Operational Services. It is understood that a

procurement exercise of this scale will take a significant investment of time and resources. Therefore, an interim 18-month direct award contract at a cost of £481,080.50 is being procured with procurement support to allow these activities to be undertaken on the opportunities of a long-term partnership and ensure that the Council has a contract in place and the system remains operational during this period.

- 4.2 This is a key system and an absolute requirement for the delivery of a range of frontline functions within Operational Services and is integrated to the online webforms for customers to report issues, raise requests and book services. Were the system to be cut off due to absence of a contract, there would have been significant reputational and political damage to the Council as well as risking health and safety.

5. Next Steps

- 5.1 The contract with the supplier will end on 30 September 2024.
- 5.2 The exercise to scope the requirements of the long-term strategic partnership is currently underway.

6. Financial impact

- 6.1 The value of the contract via waiver, from 1 April 2023 until 30 September 2024, is £481,080.50.

7. Equality and Poverty Impact

- 7.1 This report does not have a positive or negative equality or poverty impact.

8. Climate and Nature Emergency Implications

- 8.1 The system procured in this report has a positive impact through enabling service users to be able to plan and allocate work and enquiries efficiently using the support of the system's functions that would otherwise be more complex to achieve without its use.

9. Risk, policy, compliance, governance and community impact

- 9.1 This is a key system and an absolute requirement for the delivery of a range of frontline functions within Operational Services and is integrated to the online webforms for customers to report issues, raise requests and book services. Were the system to be cut off due to absence of a contract, there would have been

significant reputational and political damage to the Council as well as risking health and safety.

10. Background reading/external references

10.1 None.

11. Appendices

11.1 None.