

WEST DUNBARTONSHIRE COUNCIL

Report by Chief Executive

Tendering Committee: 25 April 2007

Subject: Tender for the Supply of a Performance Management System

1. Purpose

- 1.1 This report seeks Committee approval to initiate a tender for the supply and delivery of a new Performance Management System (PMS).

2. Background

- 2.1 The CMT agreed on 10th April to set-up a Project Team to formally evaluate the options for replacing or enhancing our in-house Action Planning database (APdb)
- 2.2 When the APdb was developed in 2003 there were very few performance management systems specifically designed for local authorities. The market has now matured and the majority of Scottish local authorities have purchased or are considering purchasing such a system. Our APdb is not seen as flexible, adaptable or user-friendly; it is difficult to view or extract the data in meaningful ways and there is no use of visual aids such as traffic lights or graphs. Reports are very limited.
- 2.3 The replacement or upgrading of the Action Planning database is a key part of the Best Value Improvement Plan. It will contribute in a very significant way to improved performance management and performance scrutiny.

3. Main Issues

- 3.1 Research of the current state of the market indicates that there are a number of such systems being purchased by Scottish local authorities. A potential tender exercise could be simplified if it were restricted to the main vendors in this market.
- 3.2 Nine Scottish Councils now use the **Covalent** system (from Covalent software) and it is being actively considered by several others. About 70 councils in England also use it. **Aspireview** (from Aspiren) is being used corporately by one council in Scotland, however all UK councils (including WDC) are already using a small part of it in the UK-wide Housing Benefits performance project. In addition Aspiren have recently won a tender for the supply of the software to all Welsh authorities. **Project Vision** from Cora is being used by one Council (and by all Irish Councils) and **Excelsis** (a system originally developed in-house by an English council and now supplied by 360 Systems Ltd) is being used by one Scottish Council.

- 3.3 These systems all have significant risk management functionality and it is possible that the evaluation exercise will indicate that a system such as these could also become our corporate risk management system and therefore integrate performance and risk management in one package.
- 3.4 The Project team will also assess the cost and practicality of enhancing the in-house action planning database and will compare this with the tender bids. Other shared-service options will also be considered and compared in the option appraisal exercise.

4. Personnel Issues

- 4.1 There are no personnel issues.

5. Financial Implications

- 5.1 The anticipated cost for provision of external software is in the region of £13,500 for a 50-user licence – with a further £26,500 for an upgrade to an unlimited site licence. Implementation would cost approximately £5,000 and initial training some £5,000. Annual maintenance would be 15-25% of the licence costs.
- 5.2 If a vendor solution is chosen and it offers suitable risk management functionality then the current capital allocation of £45,000 in the capital programme for risk management software could be utilised for this purpose. If not then the funding would be proposed from the Best Value Improvement fund.

6. Risk Analysis

- 6.1 Failure to initiate a tender exercise is regarded as a risk to the delivery of the part of the Best Value Improvement Plan.

7. Conclusions

- 7.1 A restricted tendering exercise will provide a timely, competitive, robust and transparent evaluation of the key vendors in this market
- 7.2 The evaluation will include an option appraisal comparing the external systems with the cost and practicality of enhancing the current in-house system and other shared service options.

8. Recommendation

- 8.1 The Committee is invited to consider and approve the initiation of a restricted tendering route for a new performance management system involving four companies (Covalent Software, Cora, 360 Systems and Aspiren)

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Chief Executive
Date: 13 April 2007

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Appendices: Nil
Background Papers: None
Wards Affected: All