

CABINET

DATE	9 December 2020
REPORT OF	Councillor Stewart Swinburn - Portfolio Holder for Environment and Transport
RESPONSIBLE OFFICER	Clive Tritton – Interim Director of Economy and Growth
SUBJECT	Procurement of an Environmental Services Management System
STATUS	Open
FORWARD PLAN REF NO.	CB 12/20/06

CONTRIBUTION TO OUR AIMS

A new Environmental Services Management System links in with the Council's value of a ***Stronger Community***. The new system will include the utilisation of systems, reducing system management resources, focussing on upskilling the workforce, enabling business resilience to be developed across Environmental Services. Focussing resources in line with the identified priorities will further support the development of the Smarter Neighbourhood Programme.

With regards to the links with outcomes, a new Environmental Services Management System will link to two outcomes:

- ***All people in NEL live in sustainable communities***, particularly the key focus areas of:
 - *We have a good quality built and natural environment that is well maintained*
 - *We are proud of where we live and work*
- ***All people in NEL enjoy and benefit from a strong economy***, particularly the key focus area of:
 - *Our quality of place improves*

EXECUTIVE SUMMARY

The Council's Environmental Services currently uses a large number of systems, some provided by external providers, and some delivered internally. Currently there is little connection between all these systems leading to duplication of information and tasks. In order to improve efficiency of operations across the service area, the Council intends to procure an Environmental Services Management System which will bring all these service areas together. The replacement arrangement will comply with the Public Contract Regulations 2015, the Council's Contract Procedure Rules, and ensure that the Council achieves its duty of Best Value. The estimated whole life value of the Environmental Services Management System is £523k.

RECOMMENDATIONS

It is recommended that the Cabinet:

1. Approves the commencement of a procurement exercise for the Environmental Services Management System.
2. Delegates authority to the Director of Economy and Growth in consultation with the Portfolio Holder for Environment and Transport to deal with all matters leading to and including the award of the contract for the Environmental Services Management System.
3. Authorises the Chief Legal and Monitoring Officer to complete and execute all legal documentation in connection with the award.

REASONS FOR DECISION

The decision allows the Council to commence a procurement exercise for the Environmental Services Management System and allows the Council to award the contract.

1. BACKGROUND AND ISSUES

- 1.1 The Service would like to expand the scope of its waste management system beyond the waste service area. As Environmental Services currently uses a large number of systems, there is little connection between all these systems leading to duplication of information and tasks. The current waste management system contract arrangements can no longer be extended due to the length the Council have been on contract with Mayrise. Also, the current provider is moving to a new platform and may no longer be able to offer support for Mayrise. The procurement of a new system would improve the efficiency of operations across the service area.
- 1.2 The current waste management system is provided by Yotta (Mayrise). The remainder of the Environmental Service areas use a range of internal and external systems on a day-to-day basis to manage data and assets.
- 1.3 The current waste management system has been a long standing system accessed to obtain information relating to each property within North East Lincolnshire and their waste collections frequency, number of receptacles at property, key information on collection points, missed collections, subscriptions, assisted collections etc. This is updated on a daily basis and feeds into the Customer Relationship Management System (CRM), accessed by Customer Services and can be viewed by customers via MY Account (customer portal). The CRM forms both on-line/social media and through the front door (face to face and telephony) feed into Mayrise, enabling information to be extracted.
- 1.4 A formal Invitation to Tender and award criteria will be developed, and the procurement will be undertaken in line with the requirements of the Public Contract Regulations 2015, and the Council's Contract Procedure Rules, and ensure that the replacement arrangement represents value for money for the Council.
- 1.5 A project team has been established in readiness to undertake the procurement which consists of officers from the Service areas, Commissioning and Strategic Support Unit, ICT and Procurement. Advice will be sought from Legal Services in relation to development of the terms and conditions and formation of the contract.

1.6 Members are asked to provide approval to undertake the procurement exercise.

2. RISKS AND OPPORTUNITIES

Without a management system, there is a risk the Council would not be able to meet its duties in providing an efficient service to customers. The opportunities include having all operational services in Environmental Services accessing the system, having a system that links into front line services, having all assets managed in one place, having a system that will support the complaints process and being able to work together with communities and partner organisations to achieve the Council's aims. The management system will remove human error with real-time reporting, along with reducing environmental impacts and increase operating efficiency.

3. OTHER OPTIONS CONSIDERED

A mapping exercise was undertaken across Environmental Services (including Customer Services) and this provided a clear picture of the current use of multiple systems across the organisation. The "do nothing" option had been considered, but was not felt to be feasible, as there is a need to improve efficiency across all areas of the service and to be able to have a system that links into front line services. A whole Environmental Services Management System was originally looked into, but during the initial market engagement, it was clear a specific "off the shelf" management system to suit the broad range of services provided by Environmental Services was not available in the market and a procurement is required to have a more bespoke solution.

4. REPUTATION AND COMMUNICATIONS CONSIDERATIONS

There are potential positive reputational implications for the Council resulting from the decision, as the implementation of this new system will support the Council's relationships with individuals, communities and partner organisations and demonstrate our commitment to working together to meet our shared aims. Failure to implement the new system(s) would severely impact the Council's reputation.

5. FINANCIAL CONSIDERATIONS

The purchase and implementation of the Environmental Services Management System will be funded through capital, which has been approved by the Business Development Group and Assistant Directors' Group. The on-going yearly licencing, hosting and support costs will be funded through existing revenue budgets within the service area.

6. CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

The system will help North East Lincolnshire towards consuming resources more efficiently, eliminating waste and supporting and developing the green economy and infrastructure.

7. CONSULTATION WITH SCRUTINY

At this stage of the project, no specific consultation has been undertaken with the Communities Scrutiny Panel.

8. FINANCIAL IMPLICATIONS

The estimated capital investment is £135k and will require a budget to be added to the Capital Investment Programme, that will be funded through borrowing.

Any additional ongoing costs compared to the existing system will be required to be funded from within service budgets.

9. LEGAL IMPLICATIONS

As outlined above, the procurement of a new Environmental Services Management System is consistent with the stated aims and objectives of the Council, underpinning its strategic objectives of Stronger Economy, Stronger Communities.

The procurement exercise will be conducted so as to comply with the Council's policy and legal obligations, specifically in compliance with the Council's Contract Procedure Rules and the Public Contracts Regulations 2015, and supported by relevant officers.

The delegations sought are consistent with an exercise of this nature.

10. HUMAN RESOURCES IMPLICATIONS

There are no direct HR implications, however the success of the implementation of a new system can be affected by engagement with the workforce in its design and development, an engagement and comms plan should be developed alongside the project plan.

11. WARD IMPLICATIONS

Potentially impacts on all wards.

12. BACKGROUND PAPERS

Not applicable.

13. CONTACT OFFICER(S)

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COUNCILLOR STEWART SWINBURN

PORTFOLIO HOLDER FOR ENVIRONMENT AND TRANSPORT