
Report To:	Policy & Resources Committee	Date:	27 March 2012
Report By:	Chief Financial Officer	Report No:	ICT/03/12/AP/AM
Contact Officer:	Arun Menon	Contact No:	01475 712789
	Business Transformation Manager		
Subject:	Corporate EDRM Solution – Request to Proceed to Tender		

1.0 PURPOSE

- 1.1 The purpose of this report is to ask Committee for permission to proceed to tender for a corporate EDRM solution given that the current contract is ending in May 2013 and highlight how EDRMS underpins a number of the Council's Modernisation initiatives.

2.0 SUMMARY

- 2.1 The Council currently operates with a combination of computer information systems and paper systems and as part of its modernisation programme needs to migrate as many of the paper documents to electronic format to support more efficient business processes. Electronic Document and Record Management Solution (EDRMS) is a vital tool that will address this need. It is also an enabler to a number of other modernisation initiatives such as Flexible Working, Office Rationalisation and improving Customer Services.
- 2.2 The current corporate solution, Opentext, was procured and implemented in May 2008 with an objective of managing documents and records more effectively in support of systems and business processes. Document management is currently implemented only in Revenues and Benefits service of the Council.
- 2.3 Since the existing contract was for a period of 5 years with no provision for extension, the Council needs to undertake a competitive tendering process due to its obligation to ensure best value in conjunction with the potential cumulative value of the contract. The present contract runs out in May 2013 and there needs to be a robust and working solution in place well before then to avoid any operational issues. It is proposed that the contract period be 5 years with the option to extend for a further 3 years on an annual basis.
- 2.4 A key pre-requisite of EDRMS is having documents available in electronic format and an exercise is separately being undertaken to try and estimate backscanning costs within Social Care and HR / Payroll. Other Council services have also been invited to participate in this exercise.
- 2.5 CMT has also approved the setting up of an EDRMS Project Board which will monitor and control not only the progress of the EDRM solution but also associated work strands such as document backscanning. Given the importance of this project and its linkages with various key corporate initiatives such as Flexible Working, Customer Services and Office Rationalisation, the Project Board will be represented by senior staff from all Directorates.

3.0 RECOMMENDATION

- 3.1 It is recommended that the Committee approve the issuing of tenders for a corporate EDRMS contract for an initial period of 5 years with the option to extend for a further 3 years on a year by year basis.

Alan Puckrin
Chief Financial Officer

4.0 BACKGROUND

- 4.1 Inverclyde Council ran a competitive tendering process in the first half of 2008 to procure a corporate EDRMS, the approval for which was received through the Modernisation and Efficiency Board. The tender was issued through OGC Catalist list of approved suppliers of this solution. The contract was awarded to Mouchel for the OpenText solution and although the contract was awarded to Mouchel, the solution delivered was from their partner Opentext.
- 4.2 The duration of the EDRMS contract with Opentext is for a period of 5 years, which comes to an end in May 2013.
- 4.3 Following the EDRMS Options Appraisal report presented to the CMT in September 2011, the key outcome was to implement a single EDRM solution for the Council and seek tenders early 2012. This is with a view to the new system being operational early 2013 prior to the end of the current contract in May 2013 allowing reasonable for transition.

5.0 CURRENT OPERATIONAL USE

- 5.1 Currently the solution is implemented in Revenues and Benefits service of the Council. As one of the biggest processors of paper forms, the Revenues and Benefits Service has a particular need for the functionality EDRMS offers and has now made clear improvements from its introduction.
- 5.2 Some of the solution benefits are:
- Time saved in filing documents
 - Staff have instant access to documents
 - Flexibility of sharing location with the Homelessness service
 - Enabler for current Home Working project
 - Freed up Office Space

6.0 SOLUTION RE-TENDER

- 6.1 Having consulted Legal Services and Procurement, the Council will need to undertake a fresh competitive tendering exercise due to the Council's obligation to ensure best value in conjunction with the potential cumulative value of the contract.
- 6.2 The retender process will entail developing a detailed specification of requirements which will take into account all the learning from implementing EDRMS within Revenues and Benefits to date. Consultations with key stakeholders from relevant Council services will also be undertaken to develop the specification. This will ensure that the chosen solution is sufficiently flexible to meet our future requirements.

7.0 EDRMS PROJECT BOARD

- 7.1 To ensure effective management and control of the EDRMS project the Council will establish an EDRMS Project Board with a Project Sponsor/Project Board Chair appointed by the CMT along with senior staff from each Directorate to sit on the Board.
- 7.2 The project will also be included in the Council's Change Programme in order to pro-actively manage any risks and issues and dependency with other Corporate projects and its subsequent impact on the Benefits Realisation.

8.0 BACKSCANNING

- 8.1 To make the most effective use of an EDRM solution, the Council is presently reviewing various options around backscanning. Backscanning will not only allow the documents to be stored more securely but also makes the retrieval process much simpler. It is also a key enabler to the Council's mobile and home working initiative where staff will require secure access to documentation off-site.
- 8.2 The scope of this will be Social Care and HR Payroll however all Council services have been invited to participate in this exercise.

9.0 MOBILE AND FLEXIBLE WORKING

- 9.1 The Council is in the midst of piloting a number of Mobile and Flexible Working pilots across key services. It has been recognised that a robust EDRM solution will be a key enabler for successfully implementing mobile and flexible working across the Council. Therefore diligence will be exercised while procuring any new EDRMS in that it should be compatible with the mobile and flexible working solution(s).

10.0 FINANCIAL CONSIDERATION

- 10.1 On the basis of existing spend on EDRMS (Opentext) it is forecast that the likely Capital Costs over 8 years are likely to be in the region of £250k while the indicative Revenue Costs should be no more than £30k per annum.
- 10.2 The above exclude costs for document Backscanning, which is currently being scoped and will form part of a separate CMT paper along with options.
- 10.3 One-off Costs/(Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact	Virement From (If Applicable)	Other Comments
Earmarked Reserves	Modernisation	2012/13	£250k (estimate)	-	To be funded from £1 million Modernisation Earmarked Reserve.

- 10.4 Revenue costs should be contained in existing Mouchel/iDox budgets.

11.0 CONSULTATION

- 11.1 The CMT and Modernisation EIG has approved the contents of this report.