

Harborough District Council



Report to Cabinet Meeting of 7th May 2024

Title:	Procurement and implementation of a new commercial trade waste system
Status:	Public Appendix A is exempt not for publication by virtue of paragraph 3 of Part 1 of Schedule 12a of the Local Government Act 1972.
Key Decision:	Yes
Report Author:	Ryan Finnegan, Waste Operations Manager
Portfolio Holder:	Cllr Darren Woodiwiss (Portfolio Holder for Environment and Climate Change)
Appendices:	A. Exempt : Pricing document for Provider A

Summary

- i. This report seeks Cabinet approval to award a new commercial waste contract management system to Provider A, in line with officer recommendations.

Recommendation

It is recommended that Cabinet:

- 1. Approves to award the contract for a new commercial waste contract management system to Provider A which will be procured using the GCloud framework.**
- 2. Delegates to the Director of Communities & Wellbeing, in consultation with the Portfolio Holder for Environment and Climate Change and the Head of Legal Services, authority to negotiate and finalise the contract, including minor variations.**

Reasons for Recommendation

- i. To ensure that the Environmental Services team can continue to deliver an efficient and reliable commercial waste collection service to businesses within Harborough district including the provision of a legal contract and duty of care documentation.
- ii. To replace the old Access Database, which is out of date technology and no longer supported by ICT.

1. Purpose of Report

- 1.1 This report seeks Cabinet approval to procure and award a new commercial waste contract management system to Provider A, in line with officer recommendations.

2. Background

- 2.1 The Council's Environmental Services Team provides a commercial waste collection service to businesses located within the Harborough district boundary.
- 2.2 There are approximately 800 customers using Harborough District Council's commercial waste collection services generating an income of circa £950,000 per annum.
- 2.3 The current system used to manage all contractual documentation relating to the commercial waste collection service has come to the end of its life and is no longer supported.
- 2.4 The current system is no longer in line with the Council's digital transformation strategy and still requires a large amount of manual intervention, particularly in relation to invoicing of customers and this is very resource-intensive.

3. Detail

- 3.1 The Environmental Services team currently uses a Microsoft Access database to manage its commercial waste collections – including any legal contract and duty of care documentation.
- 3.2 The current Microsoft Access database system does not allow for any form of integration with the new finance TechnologyOne system meaning that invoices are required to be raised manually.
- 3.3 The current Microsoft Access database system also requires a long and manual process to produce contract renewals, duty of care documents and making amendments to contracts throughout the year which are all additional tasks.
- 3.4 If, for whatever reason, the current Microsoft Access database system fails, we do not have any technical support to fix issues and this may result in the loss of data and will impact upon the ability to continue to provide services to businesses, including not being able to accurately invoice payments.
- 3.5 A procurement process has been undertaken utilising the GCloud Framework as part of the Government's Crown Commercial Service. The first part of this process was to create a specification of functionality that was required for the new system. Following this, key search terms from the specification was used to shortlist suppliers. This resulted in only one supplier (Provider A) being shortlisted and as such a quotation was provided by Provider A and is attached as Appendix A to this report.
- 3.6 The new system offered by Provider A allows for data integration with our finance system by exporting the data in a specified format and uploading this data into the finance system to produce the required invoices. This process would streamline the invoicing process, making it much more efficient and saving officer time.
- 3.7 The new system offered by Provider A also allows for route optimisation and in-cab technology for our waste collection crews to report any issues with collections, including functionality to upload photographs to support any issues.

- 3.8 The Environmental Services team already uses Provider A, via our Environmental Services Contractor (FCC), for the provision of round data and monitoring of domestic waste collections to over 44,000 households across the district. Therefore, the advantage of using the Commercial module offered by Provider A would mean that both internal HDC staff and our contracted waste collection crews are already trained in the use of the system and know its functionality very well.

4 Implications of Decisions

Corporate Priorities

- 4.1 The implementation of this system enables the council to continue to support businesses and residents to deliver a prosperous local economy.
- 4.2 Through the provision of offering recycling services to local businesses we meet the corporate priority, Environment and sustainability – enhancing and protecting our natural environment with improved access to open and green spaces, addressing climate issues proactively looking to future sustainable options and reducing environmental crime to further protect the environment.

Consultation

- 4.3 There has been ongoing engagement and consultation with internal teams including ICT, Finance and Information Governance to agree requirements and functionality of a new commercial waste contract management system.
- 4.4 The system offered by Provider A has been reviewed by the Head of ICT and Digital Transformation, the Head of Finance Services and the Information Governance Officer who have not raised any concerns about the systems capability or functionality.
- 4.5 Welland Procurement have been consulted regarding this procurement and advised that G Cloud was the most appropriate route to market for this requirement. The Deputy Head of Welland Procurement has reviewed the process taken, and confirmed the outcome is compliant with the Procurement Regulations 2015.

Financial

- 4.6 The cost of the new system offered by Provider A and its implementation will be funded by revenue generated by the commercial waste collection service. The costs of the new system have been incorporated into the 2024/25 fees and charges to ensure full cost recovery. Contract duration will be considered during final negotiations, but is expected to be for a minimum term of 4 years (subject to performance).

Legal

- 4.7 Subject to the approval of the recommendations set out in this report, Procurement will be undertaken in accordance with the provisions set out in the Council's Constitution under the Government's GCloud Framework.

Environmental Implications

- 4.8 It is not anticipated that there will be any environmental implications by approving the recommendations made in this report.

Risk Management

- 4.9 The implementation of a new system will ensure service continuity and allow for continued good customer service. If we do not procure a new system, there is the possibility that the current system being used may fail and as it is no longer supported, it would cause a significant impact on service delivery.
- 4.10 The use of an approved procurement framework should save significant time and money, while still delivering a service specified to local requirements, and supporting local decision making and accountability.
- 4.11 Using a framework reduces the risk of non-compliance with the Public Contract Regulations - they remove the need to independently undertake a full procurement process, as this has already been done as part of setting up the Framework.

Equalities Impact

- 4.12 The Equality, Diversity and Safeguarding Officer for Harborough District Council has been consulted and it has been agreed that the approval of the recommendations in this report would not have any equalities impacts.

Data Protection

- 4.13 The Information and Governance Officer has reviewed Provider A's credentials and there are no concerns over data protection.

5 Alternative Options Considered

- 5.1 Option 1: Do nothing and keep the current system being used. This option is not recommended as there is no longer support for the current system and therefore if there are any future technical issues, this may cause significant impacts on service delivery including the potential loss of data and important information which we may not be able to recover.

6 Recommendations

- 6.1 It is recommended that Cabinet:

6.1.1 Approves to award the contract for a new commercial waste contract management system to Provider A which will be procured using the GCloud framework.

6.1.2 Delegates to the Director of Communities & Wellbeing, in consultation with the Portfolio Holder for Environment and Climate Change and the Head of

Legal Services, authority to negotiate and finalise the contracts, including minor variations.

7. Background papers

7.1 There are not background papers for this report.

