

Decision Pathway – Report



PURPOSE: Key decision

MEETING: Cabinet

DATE: 14 September 2021

TITLE	Procurement of new Case Management System for Legal Services		
Ward(s)	All wards.		
Author:	Nancy Rollason	Job title:	Head of Legal Services
Cabinet lead:	Councillor Cheney, Deputy Mayor and Cabinet Member for Finance, Governance and Performance	Executive Director lead:	Mike Jackson
Proposal origin: BCC Staff			
Decision maker: Mayor Decision forum: Cabinet			
Purpose of Report:			
<ol style="list-style-type: none"> To seek Cabinet approval to procure a new Case Management System for the Legal Service, at an estimated implementation and delivery cost of £1.039m over a 7-year period to be delivered after January 2022. 			
Evidence Base:			
<ol style="list-style-type: none"> The Council's Legal Service provide legal advice and support services to a range of critical services across the Council. The current Case Management System has been in use for ten years. There have been ongoing issues with functionality, and it is no longer being maintained by the provider. It does not easily fit with the Council's changing IT platform. The current Case Management System was originally procured by the Council in 2011. Whilst the procurement met the Council's procurement rules at the time, it was not required to meet the OJEU thresholds. The Council is now required to follow the Public Contract Regulations of 2015 (PCR 2015). In addition to the above, given the elapsed time between the procurement of the system, as with IT solutions generally, there have been many advancements which Legal Services need to take advantage of. These include compatibility with the new Windows 10 and Office 365 environments, as well being able to integrate with external systems, in particular the Court Service digitalisation project for both Child Protection and General litigation cases. The current system is not readily Windows 10 compatible with a lot of work is being undertaken to try and rectify this – currently without success. It is maintained on BCC premises, and the intention is to seek to replace it with a Cloud-based solution in line with current IT strategy. The Contract (including extensions) is due to end in May 2022. A new system needs to be procured in compliance with procurement rules, and that fits with the Council's current and future IT platform. The recommended route to market is an open tender to achieve the length of contract and flexibility required, and to ensure an option that aligns with Bristol's IT Strategy. Legal Case Management systems are designed to allow legal staff to streamline their case operations, improve efficiency and ensure compliance with professional standards. They bring together all documents, emails and other files relating to a 			

case, and enable automatic form and document generation

8. Functionality includes the following as standard:

- time management.
- billing and invoicing.
- business and finance reports.
- key dates, email and diary integration.
- court bundle generation and storage.
- data security and back up.

9. The service strategy has identified a priority need to invest in a “fit for purpose” legal Case Management System to:

- a. enable delivery of a system that supports service delivery across the organisation.
- b. enable reporting on the use of legal resource by the organisation in order to identify and manage demand and to monitor the performance of the service.
- c. enable the Council to take advantage of/comply with electronic (computer based) integrations with Court Services, as and when these are implemented.
- d. Deliver a user-friendly system for the organisation and one that enables the service to work more efficiently.

10. An open procurement will provide the best opportunity to procure a system that can align with the wider IT strategy and platform as well as the business needs of the service. This approach is supported by the Director for Digital Transformation.

11. This report seeks approval to spend a total of £515K to procure a new Case Management System. The anticipated spend over seven years is £1.039M. A detailed breakdown of the anticipated cost benefits profile is included in Appendix I: Exempt Information. The information is exempt from publication on the basis that it contains information that relates to the financial or business affairs of the Council and others.

Identified sources of funding:

12. One off funding:

- Legal and Democratic Services
- IT LoB Reserve, earmarked and protected
- CLB Transformation Fund earmarked, but not protected.

Cabinet Member / Officer Recommendations:

That Cabinet

1. Approve the spend of £515K to deliver the project as set out in the report and appendix
2. Authorises the Director for Legal and Democratic Services, in consultation with the Cabinet Member for Resources, to take all steps necessary to procure a new Case Management System at an estimated cost of £1.039m over a 7-year maximum period.
3. Notes that ongoing licence costs will be met by the service.

Corporate Strategy alignment:

1. The procurement of this new Legal Case Management System will be delivered in line with the corporate IT strategy and will take a Cloud-based approach.

City Benefits:

1. This proposal will ensure the provision of a fit for purpose Case Management System for Legal Services, enabling Legal Services to continue to support critical services across the Council.

Consultation Details:

1. There has been no external consultation, given that this is about the procurement of a back-office system.
Background Documents:

Revenue Cost	£515,000 one off	Source of Revenue Funding	Legal Service Base Budget; IT Line of Business Reserve; CLB Change Reserve
Capital Cost		Source of Capital Funding	
One off cost <input checked="" type="checkbox"/>	Ongoing cost <input type="checkbox"/>	Saving Proposal <input type="checkbox"/>	Income generation proposal <input type="checkbox"/>

Required information to be completed by Financial/Legal/ICT/ HR partners:
<p>1. Finance Advice:</p> <ol style="list-style-type: none"> This report is seeking approval to procure a new case management system for Legal Services. There are no savings attached to this request, the report sets out the one-off revenue funding requirements and the on-going revenue costs. The procurement, through open tender process, is for a 7-year contract with anticipated commencement in January 2022 and an estimated implementation and delivery cost of £1.039m. The breakdown of the estimated cost is set out within the main body of the report with a total cost of implementation of £0.578M (this includes £63,000 of opportunity costs which reduces the additional cost to £0.515M) in year two with an estimated additional annual revenue cost, detailed in Appendix I, per year for licencing costs for the life of the contract. The details of the additional revenue and recurring funding is included within Appendix I
Finance Business Partner: Bev Winter Senior Finance Business Partner – Strategic and Financial Management 4 th August 2021
2. Legal Advice: The procurement process must be conducted in line with the 2015 Procurement Regulations and the Councils own procurement rules. Legal services will advise and assist officers with regard to the conduct of the procurement process and the resulting contractual arrangements.
Legal Team Leader: Husinara Jones, Team Leader, Commercial and Governance Team, 23 rd August 2021
3. Implications on IT: IT/Digital Services are fully supportive of this report, and the planned migration to a new Legal Case Management System. The proposed approach has been developed with our support, and we aim to be pragmatic in ensuring best value, aligned to the IT Strategy.
IT Director: Simon Oliver, Director of Digital Transformation, 29 th July 2021
4. HR Advice: No HR implications evident.
HR Partner: James Brereton (HR Business Partner), 6 th August 2021.

EDM Sign-off	Mike Jackson	30 th July 2021
Cabinet Member sign-off	Councillor Craig Cheney, Deputy Mayor and Cabinet Member for Finance, Governance and Performance	3 rd August 2021
For Key Decisions - Mayor's Office sign-off	Mayor's Office	16 th August 2021

Appendix A – Further essential background / detail on the proposal	NO
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Appendix B – Details of consultation carried out - internal and external	NO
Appendix C – Summary of any engagement with scrutiny	NO
Appendix D – Risk assessment	NO
Appendix E – Equalities screening / impact assessment of proposal Legal Services Procurement of Case Management System 2021 EqIA	YES
Appendix F – Eco-impact screening/ impact assessment of proposal Legal Services Line of Business System (Case Management System) Procurement (18EN292) Eco Screening Check List	YES
Appendix G – Financial Advice	NO
Appendix H – Legal Advice	NO
Appendix I – Exempt Information	Yes
Appendix J – HR advice	NO
Appendix K – ICT	NO
Appendix L – Procurement	NO