

## **OFFICER DECISION**

### **Decision: Award of Contract to Civica Abrisas**

#### **(i) Details of decision**

To award the software contract for managing the housing function to Civica Abrisas through the Crown Commercial Service (CCS) 11 G Cloud 11 framework.

Civica Abrisas hold the existing contract and the new contract will include a significant upgrade that will improve customer service and improve back office efficiency, as well as annual hosting and maintenance. The software includes the management of the housing register, homelessness, housing options, home choice and rent accounting functions. The contract value over four years is up to £200,000.

#### **(ii) Reasons for decision**

The G Cloud process required to award the contract was completed on 3rd October 2019.

This award of contract is a key decision, and as such requires an Officer Decision in order for the contract to be awarded.

#### **(iii) Details of any alternative options considered and rejected**

Soft market testing occurred in late 2017 and early 2018. There was one viable alternative though it did not provide all the features provided by the Civica Abrisas system. Changing to a new supplier would include the additional cost of full data transfer of housing applicant details and related documents to a new system, detailed training for staff on a new system and the cost of the supplier programming the Housing Register module to follow the Council's Housing Allocations Scheme that requires a longer implementation timetable and extended user testing. For these reasons, it was decided to upgrade the existing system with Civica Abrisas using the CCS G Cloud 11 framework, which permits a direct award.

#### **(iv) Conflicts of Interest and any Dispensations Granted**

(Any conflict of interest declared by the Cabinet Member consulted in relation to the decision and any dispensations granted.)

None

#### **Decision taken by:**

(i) **Name:** Rachel O'Reilly

(ii) **Job Title:** Executive Head of Service (Communities)

**Date of Decision:** 4 October 2019

**Date of Publication of Record of Decision:** 4 October 2019

Date decision effective (i.e. 5 working days after date of publication of record of decision unless subject to call-in by the Scrutiny Committee): 14<sup>th</sup> October 2019