

61304 Back-Office Systems for Planning

This request relates to the software systems used by City of Edinburgh Council for processing planning applications, building control applications and related regulatory functions (the 'back-office system').

SECTION A — CURRENT SYSTEM

What is the name of the back-office software system currently used by your planning service for processing planning applications? (e.g. Idox Uniform, Agile Planning, DEF, Arcus, Northgate M3, other)

Idox is used for Planning Applications.

What version of this software is currently in use?

Information withheld under Section 30(c) - Prejudice to effective conduct of public affairs (Cyber-security).

How is the system hosted? (On-premise / Cloud-hosted by supplier / Cloud-hosted by third party / Other)

Information withheld under Section 30(c) - Prejudice to effective conduct of public affairs (Cyber-security).

What date did the current system go live at your authority?

These services are provided by CGI as part of our outsourced ICT contract which started on 01/04/2016.

Which services use the current back-office system? (e.g. planning, building control, enforcement, land charges, licensing, environmental health)

Information withheld under Section 30(c) - Prejudice to effective conduct of public affairs (Cyber-security).

SECTION B — CONTRACT AND COSTS

What is the start date of the current contract?

These services are provided by CGI as part of our outsourced ICT contract which started on 01/04/2016.

What is the end date of the current contract (excluding extension options)?

The outsourced ICT contract currently expires on 31/03/2029.

Does the contract include options to extend? If so, please provide details of duration and cost.

Yes, the outsourced ICT contract can be further extended to 31/03/2035. The costs would be determined as part of any extension negotiation and are therefore not currently known.

What is the total contract value over the full term?

What is the current annual cost? Please break down into:

- (a) licence/subscription fee;
- (b) support and maintenance;
- (c) hosting if separate;
- (d) other recurring costs.

These charges are included within our ICT costs which are currently around £26m per annum.

The charges are not structured in a way that we can report spending for these line items as standalone values.

Please provide a copy of the current contract with the back-office system supplier, including any schedules and service level agreements.

Please provide copies of any variation agreements or contract extension agreements executed since the original contract.

The detailed information requested is withheld under Section 33(1)(b) - Commercial interests and the economy.

SECTION C — PROCUREMENT

How was the current contract procured?

(Open tender / Framework call-off — please specify which framework / Direct award / Other)

The CGI contract was awarded by Competitive Dialogue, via OJEU the Public Contracts Scotland Notice published at:

https://www.publiccontractsscotland.gov.uk/search/show/search_view.aspx?ID=OCT222352

Is a re-procurement or contract renewal currently planned or underway?

If so, please provide the expected timetable.

No. Not applicable.

SECTION D — PROJECT DELIVERY AND TRANSITION

Was the current system delivered on time against the originally agreed go-live date?

If not, how long was the delay?

This was transitioned from the previous supplier at start of the CGI contract.

Was there a parallel running period with the previous system?

If so, how long and what was the additional cost?

Not applicable.

Did the previous supplier charge any exit fees or data extraction fees on transition?

If so, please provide details and amounts.

Not applicable.

SECTION E — INTEGRATION AND THIRD-PARTY ACCESS

Does the current system receive planning applications electronically from the Planning Portal (or ePlanning Scotland) via a direct feed or connector?

Has the authority received any request from a third-party submission platform to integrate with your back-office system in the last 12 months?

If so, please provide details.

Has the back-office system supplier indicated any restrictions on third-party platforms integrating with the system?

If so, please provide details.

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SECTION F — PERFORMANCE AND ISSUES

Please provide a list of currently open/unresolved support tickets with the back-office system supplier, including:

description, date first reported, current status, and priority level.

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How many support tickets have been logged with the supplier in the last 12 months?

Ten support tickets for Planning and Building Standards have been logged in this period.

Has the authority experienced any unplanned system outages in the last 12 months?

If so, how many and what was the total downtime?

Yes. There were two incidences, totalling 96 hours.

Has the authority formally escalated any performance or contractual issue with the supplier in the last 24 months?

If so, please provide details.

No. Not applicable.

SECTION G — DIGITAL PLANNING PROGRAMME

Is the authority a participant in any Scottish Government or UK Government digital planning programme?

If so, please provide details.

No. Not applicable.

How much funding has the authority received from the Scottish Government or MHCLG for digital planning programmes in total, and for each programme individually?

No such funding has been received.

For each grant received, how much has been spent to date and on what?

Not applicable.