

**CAPITA SOFTWARE SERVICES**

**EXECUTIVE MEMBER:** Cllr E Woodburn  
**LEAD OFFICER:** Jane Salt  
**REPORT AUTHOR:** Jane Salt

**Summary:** This report explains the decision to enter into an agreement with Capita Software Services for them to supply remote support for the Academy Revenues and Benefits application at a fixed price.

<b>Recommendation:</b> For Executive to note that the agreement is covered by Contract Standing order 10.2
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**Impact on delivering the Corporate Plan:** None

**Impact on other statutory objectives (e.g. crime & disorder, LA21):** None

**Financial and human resource implications:** To create savings by eliminating the inflationary increase in annual remote support costs

**Project & Risk Management:** None

**Key Decision Status**

- **Financial:** None  
- **Ward:** None

**Other Ward Implications:** None

**1. INTRODUCTION**

- 1.1 At the time of signing the contract with Capita Software Services (CSS) in 2004 for the Academy Revenues and Benefits system it was decided that the best way of ensuring continuous support for the application, server and database was through remote support.
- 1.2 As a result we pay an annual fee to CSS for them to provide the support which is subject to an increase of at least the equivalent to inflation.
- 1.3 CSS have offered to supply the service without the inflationary increase if we signed a five year agreement.

**2. ARGUMENT**

- 2.1 The benefits of purchasing the support from CSS is that we have ready and easy access to experts who have knowledge of the application, the server and the underlying database.

2.2 Items included in the support are for CSS to provide:

- remote technical support for the installation of new versions of the operating systems
- maintenance of the operating system
- problem analysis and investigation within the operating system
- system administration
- loading of releases (of which there are at least 4 each year)
- advice and guidance covering performance of the configuration
- performance monitoring and optimum tuning of the operating and system software.

The service is not limited to but includes all of the above.

2.3 These services could not be provided in-house due to insufficient resource and expertise to dedicate to this one application. By purchasing the services externally it removes the risk of being reliant on any one individual.

2.4 By signing a 5 year agreement with CSS the price can be secured at the same level as that for 2006 and thus save the Authority £22,049.

### **3. OPTIONS TO BE CONSIDERED**

3.1 To pay the annual fee plus inflation.

3.2 To sign a five year agreement to negate the inflationary element of the annual fee.

### **4. CONCLUSIONS**

4.1 There are no alternative suppliers to provide the remote support therefore the agreement is covered by Contract Standing Order 10.1.1.

4.2 The five year agreement exceeds £100,000 and needs reporting to the Executive under Contract Standing Order 10.2.

### **List of Appendices**

None

**List of Background Documents:** Contract Standing Orders

**List of Consultees:** The Leader, Head of Finance & Business Development,  
Head of Legal & Democratic Services,