



**Service Development Bid for capital, ICT and asset enhancement projects**

Please use this form for capital bids including ICT and asset projects over the next four years. When completed, please email to [peter.hudson@torridge.gov.uk](mailto:peter.hudson@torridge.gov.uk)

<b>Name of Project</b>	Revenues & Benefits Document Imaging Process (DIPS) upgrade & conversion	<b>Project Score</b> Out of 100	<b>85</b>
<b>Service area</b>	Revenues & Benefits	<b>Financial Score</b> Between -20 and +20	<b>+1</b>
<b>Applicant</b>	Staci Dorey	<b>Cost to Torridge</b> over 20 years	
<b>Project Start Date:</b>	Asap	<b>Saving to Torridge</b> over 10 years	<b>£305,000</b>
<b>Project End Date:</b>	31.03.24		

**Section 1 – Project Details**

<b>Project Cost</b>	£75,400 + VAT	<b>External Funding</b>	
<b>Project Summary</b>			
A brief summary of the project for it to be understood by the uninitiated reader			
<p>The revenues &amp; benefits team currently use a document imaging processing system (DIPS) for all work needing to be undertaken in order to process benefits claims &amp; for the billing &amp; recovery of council tax &amp; business rates. The current product is Opentext DMS RKYV 12x which is no longer being developed &amp; has limited support. There are no more bug fixes or development for the product. The 2012 servers used by the RKYV system stop being supported by Microsoft in November 2023. There is therefore a requirement to upgrade or move to a new system by November 2023 to remain secure &amp; compliant.</p> <p>Costs have been obtained providing the relevant details for a conversion to a new software supplier or the current product upgrade, both of which can be supported on our current Microsoft server environment.</p>			

<b>Risks (Description of significant risks:)</b>
<p><u>Risks of not doing:</u> The current product is no longer being developed &amp; the server the product 'sits' on will no longer be supported effective from November 2023 which therefore puts TDC at risk of data breaches as neither will be secure or compliant</p> <p>By not converting to another product the</p>

<b>Climate Statement (see Section 4)</b>	
Climate statement completed	Y
Project carbon neutral	Y
Project works towards carbon neutral 2030	Y

incoming work will need to be kept as paper files which will need storing; this will not meet or fit in with the objectives of TDC's digitalisation strategy

## Project detailed description

The project should be described in sufficient detail for it to be understood by the uninitiated reader

The revenues & benefits team have used a document imaging system (DIPs) since 2008; this is where customer's incoming documents/post/e-mails etc are stored on their individual accounts/claims to enable the team to process benefit claims and bill & recover council tax and/or business rates. Prior to the implementation of DIPs the offices had walls covered with shelves which were filled with paper files. When a customer contacted the teams with regards to queries on papers, the file had to be located, retrieved and the papers viewed. Once the query had been dealt with the papers were placed in a box waiting for a clerical officer to re-file them in alphabetical order.

In light of the advancements of technology, the customers expectation of their details to be 'on hand' and the Council's Strategic Plan, it is not feasible to step away from having a DIPs system.

The current product provided by Opentext is no longer being developed or supported and as from November 2023 the servers where the product 'sits' is no longer being supported by Microsoft. Both of these situations means that TDC is at an increased risk of data breaches; staff not being able to access customers records for administration of accounts/claims or for audit purposes.

There are 2 options; either upgrade the current system or replace with a new product.

### Upgrade Opentext:

Migration costs £31,000  
Annual licence £37,900 (already paid 23/24 )

### Implement new Capita DIPs:

One off implementation charge £35,800  
One off licence charge £33,000  
Annual maintenance £ 6,600

**Total Implementation cost**  
**£31,000**

**£75,400**

### Ongoing maintenance

**£37,900 pa**

**£ 6,600 pa**

Although there is a larger capital outlay for the Capita product, there is an ongoing saving of £31,300 pa due to the annual maintenance charges.

In addition, should the council decide to move to a web-hosted Capita system in line with our policy to move to more online systems provision, we could not web-host the Opentext DIPs system and would need to convert to Capita's DIPs system at that point, regardless. That would again incur costs for implementation and conversion.

## Lead Member Support/Comments

By Cllr Simon Newton, Lead Member for Legal and Democratic Support:

DIPS is an essential system for the access and storage of client data by the Revenues & Benefits team. The legal and GDPR implications of keeping such data in a secure and compliant manner are self-evident. The Council must ensure that any IT systems they use remain current and fully supported in order to provide the best level of protection and operability available.

The current Opentext DIP system will no-longer be supported by Microsoft from November 2023 and so an upgrade or replacement is required before then. Figures in the PID above show that the upgrade option is cheaper to implement but very expensive to maintain, whereas moving to a new Capita DIP system would be more expensive to implement but much cheaper to maintain. The figures in the PID demonstrate that the upgrade option will have become the more expensive within 2 years.

There is also the possibility that the Council will move to a web-hosted Capita system in the future, at which point an Opentext DIP system could not be supported, so there is also additional risk with the upgrade option.

I strongly recommend that Council agree to replace the DIP system used by the Benefits and Revenues team with the Capita DIP system, this being the cheapest option as well as being supported by future IT systems that the Council may move on to.

## Section 2 - Project Score

(i). Alignment with Strategic Plan	22. 5
(ii). Project Management & Delivery	17. 5
(iii). Value For Money	20
(iv). Evidence of Requirement	25
<b>Total (out of 100)</b>	<b>85</b>

(i). Alignment with Strategic Plan	Score (out of 25)	<b>22.5</b>
	Scored by:	

### Contribution to the Strategic Plan 2020-2023?

Briefly Describe how the Project contributes to any or all of the Council's Themes and Outcomes/actions within these Themes:

- Theme 1. Local Economy
- Theme 2. Communities Health and Housing
- Theme 3. Our Environment our Future
- Theme 4. Our Council

#### Alternatively:

Is the Project "**Critical**" to a Statutory Service (or is the council under a legal obligation).

The project relates to a statutory service and is **critical** in order to continue to provide the quality services to our residents in the most quick and efficient way possible. The Council also has a legal obligation to meet certain IT requirements aswell as GDPR

#### Strategic Plan contribution:

The project fully meets the theme of 'Our Council'

<b>Further Details &amp; supporting documentation</b>

<b>(ii). Project Management &amp; Delivery</b>	<b>Score (out of 25)</b>	<b>17.5</b>
	<b>Scored by:</b>	

Briefly describe how project plan and how it is to be managed and delivered.

**Key components:**  
 Project management: - Clear plan, scope, and timescales  
 Deliverability: - Realistic e.g. timescales and resources (external and internal)  
 Risks: - Key risks analysed and understood  
 Assessments: - Have equality and sustainable impact assessments been completed?

Project management – the timescales provided by Capita detailing the time for installation / testing / going live are that the project would take around 40 days to undertake the migration and set up of the system, in addition to 5 days training.

The timeframe cannot be delayed much later than November 2023 due to the unsupported current product and server putting the Council at risk

Deliverability - The migration and installation will be provided by Capita with some input/testing/training of internal staff

Risks – Other Authorities use this system which is tried and tested; the risk to the Authority is if the new product is not installed or there is a delay in the conversion of systems/data

Assessments – there will be no change, just an enhancement/update to the current system in use

<b>Further Details &amp; supporting documentation</b>
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(iii). Value for Money	Score (out of 25)	20
	Scored by:	
<p>Briefly describe how project offers value for money for the council (and community).</p> <p><b>Key components:</b></p> <p><u>Benefits</u> that the project brings to all users (are these measurable)</p> <p><u>Options appraisal</u> - Other options for achieving the required outcome should be looked at, and reasons for selecting this one explained (include in appendix 3)</p> <p><u>Whole life costing</u> - Exercise undertaken to ensure value for money.</p> <p><u>External contributions</u> e.g. grants</p> <p><u>Cost vs Benefit</u> - Any adverse revenue implications?</p>		
<p><u>Benefits</u> – allows for a continuation of service provided to customers without the need of having to locate papers for each query. Reduces the risk of ‘lost papers’ as the details are stored electronically. Fits in with the Council’s ethos regarding technology</p> <p><u>Options appraisal</u> – comparisons were undertaken as to whether to upgrade the current system or move to a new provider. Although the capital outlay is higher for a new provider, the annual savings exceed £31,000 therefore the migration to a new product will pay for itself within a couple of years</p> <p><u>Whole life costing</u> – ongoing annual costs will make significant savings due to the maintenance charge and, should the Council decide to move to ‘cloud’ based IT, further costs would be incurred if we upgraded the Opentext product rather than investing in the Capita system.</p> <p><u>Cost vs benefit</u> – Opentext’s annual licence is already budgeted &amp; paid for 2023/24 @ £37,900; the capital outlay will be the cost however there will be annual savings due to the difference in annual charges.</p>		
<p><b>Further Details &amp; supporting documentation</b></p>		

(iv). Evidence of Requirement	Score (out of 25)	25
	Scored by:	
<p>Briefly describe why the project is required and document the supporting evidence.</p> <p><b>Key components:</b></p> <p><u>Consultation &amp; Feasibility</u> - Evidence from consultation, of support from communities, town and parish councils and users. Has a feasibility study been undertaken?</p> <p><u>Originality</u> - Evidence that the outcomes are not duplicated by existing infrastructure/facilities/other projects</p> <p><u>Local/District/National Initiatives</u></p> <p><u>Other</u> - Any other evidence of requirement, e.g. specific research, health &amp; safety (public or staff), legal/statutory duties, maintaining council assets.</p>		

Revenues and benefits are statutory services, the staff of which deal with the majority of residents within the Torridge area. There is an expectation of our residents that staff are able to deal with all enquiries when they contact the teams. Without having the documents/evidence at the 'touch of a button' will set the service back many years; in addition there is not the space to store papers.

If we keep the current unsupported Opentext system, the Council will not be able to confirm customers data is secure and increases the risk of cyber attacks. Should the system 'break' there would be no way of accessing the historic or unprocessed data which will impact on our customers and have financial implications to the Council.

**Further Details & supporting documentation**

## Section 3 – Financial Score

### Costs/Resources?

Full details of the costs of the project should be given. Include both one off and ongoing costs. .

<b>Cost Summary (Capital Cost Breakdown)</b>	<b>£000's</b>
- Licence	33,000.00
- Implementation	35,800.00
- Annual licence	6,600.00
- Contingency (Recommended 10% for construction projects)	
- Planning Fees	
- Design Fees / Architect Fees	
- Surveys & Other Professional Fees	
- Other Costs <ul style="list-style-type: none"> <li>o Utilities</li> <li>o IT infrastructure</li> <li>o Furniture/Furnishing</li> </ul>	
- <b>Total Cost</b>	<b>75,400.00</b>

<b>External Funding:</b>	<b>£000's</b>
- Grants	

<b>Net Cost (after external funding):</b>	<b>£000's</b>
- <b>Total Cost</b>	<b>75,400.00</b>

<b>Existing Reserves / Agreed Funding:</b>	<b>£000's</b>
- Existing Reserves	
- Contribution from Revenue	<b>75,400.00</b>
<i>Note: in current MTFS or agreed with S151 Officer</i>	

<b>Net Cost (after Internal funding) = Borrowing Requirement</b>	<b>£000's</b>
- <b>Total Cost</b>	



**Annual Impact to Council:**

<b>Annual Savings / Additional Annual Costs:</b>	<b>£000's</b>
- Annual Savings (or income generated)	<b>-37,900.00</b>
- Additional Annual Costs	<b>6,600.00</b>
- Cost of Additional Borrowing Required (Approx £80K per £1m borrowed over 20 years)	
- <b>Total</b>	<b>+31,300.00</b>

<b>Financial Scoring</b>	<b>Points</b>
Score calculated by the finance department. The Financial Score is between <b>+20</b> and <b>-20</b>	<b>Annual Savings of £31K</b>
Each point represents £100K.	
- <b>Total Financial Score</b>	<b>+1</b>

## Section 4 – Climate Statement

### Description of the project's climate considerations

Project is a replacement, migration & upgrade of the system that is currently in use by the revenues and benefits team

Failure to change/upgrade the system will leave TDC @ risk of data breach, cyber attacks and/or loss of data resulting in customers benefit claims/accounts not being able to be processed, or staff being unable to effectively administer the billing and recovery of council tax and business rates which has financial implications for the Council

### Is the project carbon Neutral (in the short term or long term)

As the system is a replacement, it is reasonable to forecast that the project would be carbon neutral in the medium term

### How does the project fit within the councils "Carbon Neutral by 2030" commitment

Project is in alignment with the councils "Carbon Neutral by 2030", as it helps reduce the carbon impact of staff having to unnecessarily print out electronic notifications from customers and maintaining a 'paper' file of all documents submitted by customers. These documents can be 'uploaded' as now. Staff continue to encourage customers to e-mail the teams and/or use the digital portals thus removing the need to visit the office