

EAST RENFREWSHIRE COUNCILCABINET3 June 2021Report by Deputy Chief ExecutiveEXEMPTION FROM TENDERING – PENTANA PERFORMANCE MANAGEMENT SYSTEM**PURPOSE OF REPORT**

1. The purpose of this report is to seek exemption from tendering in accordance with Contract Standing Order 15 (ii) in relation to the procurement of the Pentana performance management system from Ideagen Plc. to cover the period August 2021 to August 2022. This will allow a managed transition from the web hosted platform to a Council managed database that has scope for further automation in future years, supporting the Council to continue on its journey of improving efficiency. The total cost will be no more than £12,000.

RECOMMENDATIONS

2. It is recommended that, in accordance with Contract Standing Order 15 (ii) the Cabinet approve an exemption from tendering to allow the procurement of the Pentana performance management system from August 2021 until August 2022.

BACKGROUND

3. The Pentana performance management system (previously called Covalent) was purchased in 2007 (three year contract) following a competitive tender exercise. The contract has been renewed on a rolling annual programme. In 2017 an exemption for a 1 year contract was granted followed by a further exemption in 2018/19 up to 2020/21.

4. The cost for Pentana in 2020/21 was £10,390. The total spend on the system is approximately £145,000 since it was purchased in 2007 and includes the purchase of extra functionality in 2013/14.

5. The system is used to track and monitor performance and export reports on the actions and performance indicators in the Council's key strategic plans (e.g. Outcome Delivery Plan), Department and Service Plans as well as the statutory performance indicator set.

6. Pentana has served the Council well over its lifespan but relies on manual data entry and generates significant rekeying of information. Since September 2020 a project has been underway which aims to replace Pentana with a Council managed database. Although work has been progressing well, there have been a number of challenges presented by Covid-19, plus the time pressure of Pentana contract expiring in August 2021.

REPORT

7. As a result of Covid-19 and the Council's focus on delivering essential services, there was a delay to the project start time. Initial project discovery findings strongly suggest it would be prudent to maintain access to Pentana, whilst new processes are built and tested.

8. Any change of contract from Pentana to an alternative supplier would not release benefits greater than the financial, reputational and operational risk posed. We would not be able to procure a corporate performance management system for the annual current costs of around £10,000. Furthermore, we would experience the same challenge of transferring the Council's historic performance data from Pentana to another supplier's system, incurring additional costs for data transfer.

9. Granting an exemption from tendering, will allow the project to provide a higher level of assurance that there will be no break in continuity of statutory performance reporting.

10. This exemption request is in accordance with Contract Standing Order 15 *clause ii - the Council may exempt from competitive tendering procedures, any contract to which special circumstances apply.*

FINANCE AND EFFICIENCY

11. The cost of a further year's use of the system and the supplier's data transfer service (to avoid any data loss) will total no more than £12,000. These costs will be met within existing revenue budgets.

12. The expected benefits of the project that this exemption supports include:

- increasing efficiency in preparing reports and access to performance data for Elected Members, customers and partners;
- rationalising data to ensure accuracy and integrity; and
- reducing manual rekeying of data, freeing up staff time.

CONSULTATION

13. There has been consultation with departments and the HSCP on the issues around the transition to a new in-house processes for future corporate performance management. Legal services were consulted on the use of Contract Standing Order 15 (ii) and confirmed that the exemption request is justified and legally competent.

PARTNERSHIP WORKING

14. This project is being taken forward in close partnership across Council Departments and the HSCP.

IMPLICATIONS OF THE PROPOSALS

15. The continued use of the Pentana performance management system for an additional year is required to ensure the continuation of service and resilience for statutory performance reporting requirements.

CONCLUSION

16. The exemption being sought is to ensure a level of assurance in the delivery of our statutory performance management requirements as we build and test new processes. Retaining access to the Pentana system for one additional year will protect service continuity and support Council staff through a period of process change.

RECOMMENDATIONS

17. It is recommended that, in accordance with Contract Standing Order 15 (ii) the Cabinet approve an exemption from tendering to allow the procurement of the Pentana performance management system from August 2021 until August 2022.

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