

Record of officer decision

Decision title:	Award of contract for a Highways Asset Management Software System
Date of decision:	2 nd June 2025
Decision maker:	Corporate Director of Economy and Environment
Authority for delegated decision:	<p>Cabinet decision dated 28th November 2024</p> <p>Cabinet approved that:</p> <p>b) Cabinet delegates authority to the Corporate Director Economy and Environment to;</p> <ul style="list-style-type: none"> i. undertake the procurement of the Public Realm Services model set out in Appendix 2 within the allocated budget; ii. agree and award of all necessary leases to enable the provision of the Public Realm Services in consultation with property services; iii. procure and purchase or lease the fleet of vehicles to enable the provision of the Public Realm Services with the Director of Finance; iv. agree and implement the demobilisation of the current Public Realm Contract; v. make all operational decision to implement the above recommendations. <p>Issue details - The New Public Realm Services - Herefordshire Council</p> <p>Cabinet Member Roads and Regulatory Services decision dated 28th January 2025</p> <p>The Cabinet Member approved that:</p> <p>(c) the Interim Chief Operating Officer be authorised to agree, through the Public Realm Contract governance arrangements, final adjustments to the programme (including any recommendations from the Strategic Partnering Board) and budget allocation to each of the Annexes and any in-year adjustments to the plan, within the overall budget; including the retained capital budget;</p> <p>Issue details - Public Realm Services Annual Plan and Highways Commission 2025 - 2026 (Title has been amended formerly known as Public Realm Services Annual Plan 2025/26) - Herefordshire Council</p>
Ward:	Countywide.
Consultation:	As part of the revised consultation process for key decisions, a Political Group Consultation relating to the new Public Realm Services was undertaken on Monday 18 November 2024 and further details can be found at

	<p>Issue details - The New Public Realm Services - Herefordshire Council</p> <p>A Political Group Consultation was held on the 10 January 2025 relating to the Public Realm Services Annual Plan and Highways Commission – 2025/26 and further details can be found at</p> <p>Issue details - Public Realm Services Annual Plan and Highways Commission 2025 - 2026 (Title has been amended formerly known as Public Realm Services Annual Plan 2025/26) - Herefordshire Council</p>
Decision made:	<p>To direct award a contract for the provision of a Highways Asset Management Software System to Brightly Software Limited under the Crown Commercial Service G-Cloud 14 Framework Agreement (RM1557.14) so as to supply a cloud hosted Enterprise Asset Management Software System (Confirm) from 1st July 2025 for a three (3) year period to 30th June 2028 in the sum of £379,158.00.</p>
Reasons for decision:	<p>The award of a contract for a Highway Asset Management System is required as part of the model as set out in Appendix 2 of the 28 November 2024 report to ensure that the council can undertake its Asset Management and Highway Inspection duties as well as its Communications and Customer Services role, with the Corporate Director Economy and Environment having the delegated authority to make all operational decisions to implement the above recommendations.</p> <p>Under the current Public Realm Contract arrangement, the current provider utilise Brightly's Confirm system.</p> <p>A Request for Information via the open market was undertaken to enable a comparison of similar Highway Asset Management Software Systems. This exercise concluded that, with the exception of one provider who was almost double the price of other suppliers, there could be a small benefit in exploring the use of an alternative supplier to Brightly. However, after considering anticipated costs associated with system configuration, data migration and training of staff, it is the view of officers that any benefit associated with such a saving would be quickly outweighed by the financial cost of change.</p> <p>The direct award of a contract for the provision of a Highways Asset Management Software System to Brightly Software Limited under the Crown Commercial Service G-Cloud 14 Framework Agreement (RM1557.14) represents the most viable, cost-effective, and legally compliant approach for the council.</p> <p>This decision will ensure the delivery of a critical service, maintain compliance with regulatory and contractual obligations, and will support the organisation's broader digital transformation strategy.</p>
Equality Considerations	<p>All direct web delivered components of solution are fully compliant to AA standards against the W3C Web Content Accessibility Guidelines (WCAG). The web-based interfaces are built in compliance with the WCAG 2.1 AA standard as a minimum.</p>

Highlight any associated risks/finance/legal/equality considerations:	Finance:		
	The call off contract charges associated with this contract award total £379,158.00 as set out in the table below. The annual charges include for the relevant licences, consultancy and project management days, data warehousing arrangements and relevant user support and learning.		
	2025/26	Setup/Configuration/Go-Live	£83,258.00
		Business as Usual	£8,380.00
	2026/27	Business as Usual	£143,760.00
	2027/28	Business as Usual	£143,760.00
	Total of 3 Years:		£379,158.00
	It is proposed that existing highway capital budgets be used to fund the £83,258.00 setup/configuration and go-live costs anticipated with this contract award over the 2025/26 period.		
	Under the current Public Realm Contract arrangement, the current provider is paid on a cost plus fee basis for operating a Highway Asset Management System on behalf of Herefordshire Council. It is proposed that the Business as Usual costs associated with operating the system in 2025/26, 2026/27 and 2027/28 be funded from existing highway revenue budgets.		
	Risk Management:		
	Without a Highway Asset Management System in place on 1 st June 2026, there will be a likelihood of critical consequence in terms of inefficiency and service reduction, as well as customer dissatisfaction which could result in service failure.		
	Legal Implications:		
	The use of the Crown Commercial Service (CCS) G-Cloud 14 Framework Agreement (RM1557.14) to procure a cloud hosted Enterprise Asset Management Software System provides a lawful and transparent mechanism for awarding a contract. CCS frameworks are accessible to Herefordshire Council and they allow for direct awards to supplier on the frameworks, in this case to Brightly Software Limited. The Council will review its arrangement for the provision of its Highway Asset Management System ahead of the expiration of the three year contract to determine the most appropriate way forward.		
Details of any alternative options considered and rejected:	Not to award. This is not recommended as this would put the delivery of the council’s new Public Realm Service at risk.		
Details of any declarations of interest made:	None		