

THREE RIVERS & WATFORD SHARED SERVICES JOINT COMMITTEE

Date of Meeting – 5 March 2012

PART A

AGENDA ITEM

5

Title: ICT Requirements Specification

Report of: Avni Patel – Head of ICT

1.0 SUMMARY

1.1 This report seeks approval of the ICT Service Specification and sets out a revised approach to obtaining costed proposals from suppliers to deliver this Service to the councils.

2.0 RECOMMENDATIONS

2.1 That the ICT Service Specification is approved.

2.2 That the revised approach to obtaining costed proposals from the market is approved.

Contact Officer:

For further information on this report please contact:

Avni Patel – Head of ICT

telephone number: 01923 278457

email: avni.patel@watford.gov.uk

Report approved by:

David Gardner, Director of Corporate Resources & Governance – Three Rivers D.C.

Tricia Taylor, Executive Director, Resources – Watford B.C.

3.0 DETAILED PROPOSAL

3.1 ICT Service Specification

- 3.1.1 Following the Joint Shared Services Committee in November 2011 where Members approved the options appraisal recommendations, work has been done to put together a detailed requirements specification for both Councils ICT requirements.

The ICT Managed Service Specification is an output based specification which defines the ICT services and elements that the Councils would like to be provided rather than describing in detail the existing arrangements and asking a provider to replicate these. This is in order to ensure that potential providers are able to provide the ICT services that the Councils require in the most cost effective and efficient way possible.

- 3.1.2 A number of sources of information were used to ensure that the specification is as comprehensive and accurate as possible. Heads of Service at both councils were consulted to ascertain their current and future ICT requirements in order that these can be included in the specification document. In addition to this, a workshop was held with ICT Staff in which enabled input into the functional aspects of the service and existing information in the form of previous reviews, service plans, KPIs and SLAs was used.
- 3.1.3 The document has been discussed and reviewed by the Joint ICT Steering Group, the Joint Management Team, Management teams at both councils, Unison, Local Liaison and ICT staff.
- 3.1.4 This specification will be provided to all potential ICT outsourcing partners in order to allow them to fully understand the ICT services that the Councils require and hence to provide an accurate price for these services, allowing the Joint Shared Services Committee to make a fully informed decision about outsourcing ICT services. This decision will be based on the ability of potential partners to offer the ICT services that the Councils require as well as whether the outsourced ICT service offers ongoing value for money.
- 3.1.5 Joint Committee are requested therefore, to approve the ICT Managed Service Specification as detailed in Appendix A.

3.2 Next Steps

- 3.2.1 It was previously reported to Joint Committee that the intended way forward was to allow Serco to conduct a full business case study and in tandem with this, to soft market test with the Government Procurement Service (GPS - formerly Buying Solutions).

Following recent discussions to plan this work, it has been recommended by the Council's Procurement Manager that we conduct separate full tender exercises simultaneously with both the Hertfordshire County Council framework supplier, Serco, and the GPS framework suppliers. A comparison of the Serco bid with that of the preferred GPS supplier would then be made to assess the most economically advantageous tender. This approach was tested with GPS and was supported by them as well as Actica Consulting who will be assisting with the

procurement process.

The advantage of this approach is that it gives like for like comparison of all suppliers under both frameworks and also means that if Serco is not the preferred supplier, we will not be liable to pay half of the cost of the Business Case as per their previous offer which was estimated at approximately £10,000.

The timetable previously published outlining dates of key milestones is currently being reworked and will be available for circulation to all stakeholders in the week commencing 12 March 2012. It is expected that, should outsourcing be the approved way forward for the ICT shared service, it will be handed over to a new provider in October 2012.

- 3.2.2 Joint Committee Members are requested, to approve the revised procurement approach to tender under the HCC\Serco framework agreement as well as under the GPS framework simultaneously.

4.0 **Financial**

- 4.1 None specific to this report.

4.0 **Legal Issues** (Monitoring Officer)

- 5.1 None specific to this report.

Appendices:

- A. ICT Managed Service Specification for Watford Borough and Three Rivers District Councils.pdf