

THREE RIVERS & WATFORD SHARED SERVICES JOINT COMMITTEE

Date of Meeting: 28 May 2012

PART A	AGENDA ITEM
	6

Title: ICT REQUIREMENTS SPECIFICATION

Report of: Emma Tiernan – ICT Business Manager

1. SUMMARY

1.1 This report provides an update on the ICT Shared Service Review.

2. RECOMMENDATION

2.1 That the report be noted.

Contact Officer:

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Report approved by:

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

Bernard Clarke, Head of Strategic Finance – Watford B.C.

3.0 DETAILED PROPOSAL

For Information

3.1 ICT Service Specification

- 3.1.1 At the Joint Shared Services Committee in March 2012 Members approved the recommendation to revise the procurement process in order to conduct tender exercises in parallel on both the Herts County Council (HCC) framework and the Government Procurement Solutions (GPS – formerly Buying Solutions) framework.

A capability assessment was conducted in early April 2012, whereby suppliers on both framework agreements were asked to express their interest in bidding for the IT services contract. Nine suppliers responded to this assessment including the single HCC framework supplier SERCO.

- 3.1.2 The Invitation to Tender (ITT) was advertised on 11th of May 2012 and is due to close on the 25th of June 2012. The same tender information has been supplied on both framework agreements in order to ensure a fair process.

The ITT documentation consists of a number of schedules that have required IT Officers to work with Legal, Procurement and other Council services in order to tailor the schedules to the needs of both Councils.

The original requirements specification document produced by Actica Consulting Ltd, which was approved by Members at Joint Shared Services Committee in March 2012 is included within the ITT, however it should be noted that the format differs slightly. Where appropriate, information from the requirements specification has been included within the schedules, with the remaining requirements included specifically within schedule 2.1.

It has been stated within the tender that the Councils reserve the right to not award the contract to any third party provider and to retain the service in-house.

All Joint Committee Members have been sent a hard copy of the ITT. Emma Tiernan and Howard Hughes (Procurement Officer, Watford) will be in attendance at the meeting to answer any detailed questions.

- 3.1.3 Avni Patel (Head of ICT) has been regularly attending Unison (WBC) and Local Liaison (TRDC) briefings where the ICT Service Review is a regular item on the agenda.

Unison and Local Liaison Committee were sent the TUPE staff transfer schedule and the evaluation (award) criteria and were asked to comment on these. They were also sent a list of all other tender schedules and

invited to request a full copy of these where they had a particular interest.

ICT staff have been kept up to date through regular departmental briefings, the most recent of which was held on the 8th of May 2012. These briefings will continue on a monthly basis.

Consultation with staff over Council's decision to invite alternative providers to bid for the ICT service began on the 30th of April, this will last for 42 days and end on the 8th of June 2012.

- 3.1.4 Evaluation criteria included has also been reviewed by all members of the IT Steering Group as well as the Head of Legal and Property Services.

Previous experience of all suppliers will be considered throughout the evaluation assessment. Suppliers have also been asked to submit site reference details and to comment on any existing relationships with either Council.

- 3.1.5 In addition to the standard request for the costs relating to the delivery of the ICT service, suppliers have been asked to include cost information for the following variation in services:

- Extended helpdesk hours
- Project and Consultancy day bundles
- Management of assets (hardware and software)
- Management of third party contracts

Due to these potential variations to the 'base contract' it will not be possible to assess the extent of the client function until the tender evaluation has been completed.

The evaluation scoring criteria is structured as follows:

- Technical Solution 30%
- Commercial/ Price 30%
- Service Delivery 40%

Whilst price is an important factor, it is recognised that service delivery to all users has to be pre-eminent due to the hidden cost of 'downtime'.

- 3.1.6 The ITT includes a document library, which has not been supplied to Members due to its volume, which contains several additional documents, which are required in order for suppliers to respond to the ITT in sufficient detail.

3.2 **Next Steps**

- 3.2.1 Evaluation and interview stages with appropriate suppliers will commence after the tender closing date. The composition of the evaluation team has yet to be finalised but will include at least two service users (one from each council), as well as ICT , procurement and finance representation.

A comparison of the SERCO bid will then be made with that of the preferred GPS supplier to assess the most economically advantageous tender.

- 3.2.2 Following on from the evaluation and interview stage, recommendations as to the future of the ICT Shared Service would be made to Joint Management board and then subsequently Joint Committee at the end of July 2012. (Dependent on the approval of an extraordinary Joint Committee meeting.)
- 3.2.3 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 early 2013. This timescale is based on estimated timescales for conducting due diligence as well as the transition to the preferred supplier and would be negotiated accordingly.

4. IMPLICATIONS

4.1 Policy

- 4.1.1 The recommendations in this report are within the policies of the Joint Committee, Three Rivers District Council and Watford Borough Council.

4.2 Financial

- 4.2.1 There are no changes to the budget or the efficiency gains already agreed by the Joint Committee, Three Rivers District Council or Watford Borough Council as a result of this report.

4.3 Legal Issues (Monitoring Officer)

- 4.3.1 None specific to this report.

4.4 Risk Management and Health & Safety

- 4.4.1 There are no risks associated with the decision members are being asked to take, i.e. to note this report

4.5 Equalities, Staffing, Accommodation, Community Safety, Sustainability & Environment, Communications & Website and Customer Services

- 4.5.1 None specific.

Appendices

None.

Background Papers

The following background papers were used in the preparation of this report. If you wish to inspect or take copies of the background papers, please contact the officer named on the front page of the report.

Invitation to Tender