Council ICT Infrastructure & Security provision from Sept 2025

Procurement and progress – O&S update Autumn 2023

Digital Services

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Background

- The current 5C's Capita arrangements for the council's 'ICT Infrastructure and Security provision' ends in September 2025

- In January 2023, Cabinet voted to enable council resources to meet the September 2025 deadline by tendering for a Single supplier (prime contractor); private or public sector to provide services from 2025

- This option was deemed the lowest risk and to provide the best value for money and user experience, reliability and ease of migration

- Councillor, resident and staff experience will largely look the same as under the 5C contract but with a better service and more scope for improvements

- A draft specification for this ICT provision was then created to match the council's needs

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Pre-Market Consultation

- A Pre-Market Consultation was performed based on the developed draft specification and eleven specific questions in Summer 2023

- Questions were designed to tease out any gaps or further opportunities in the council's specification

- Detailed responses from 14 suppliers were received

- Overall, market feedback provided very positive replies and useful information to shape the final procurement specification

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Pre-Market Consultation – Key takeaways

1. Suppliers needed more details around the existing environment (no. of devices, helpdesk tickets, applications to be supported etc.) ✓

2. Several large items have been removed from the specification and turned into '*Projects*' (see next slide). These will be optional items a future supplier is asked to separately cost and could also be completed before the transition and/or by other parties e.g. Capita ✓

3. Our timelines for procurement and transition were agreed by the market ✓

4. A wide range of indicative cost estimates did not aid further budget planning – no changes in approach are required at this stage ✓
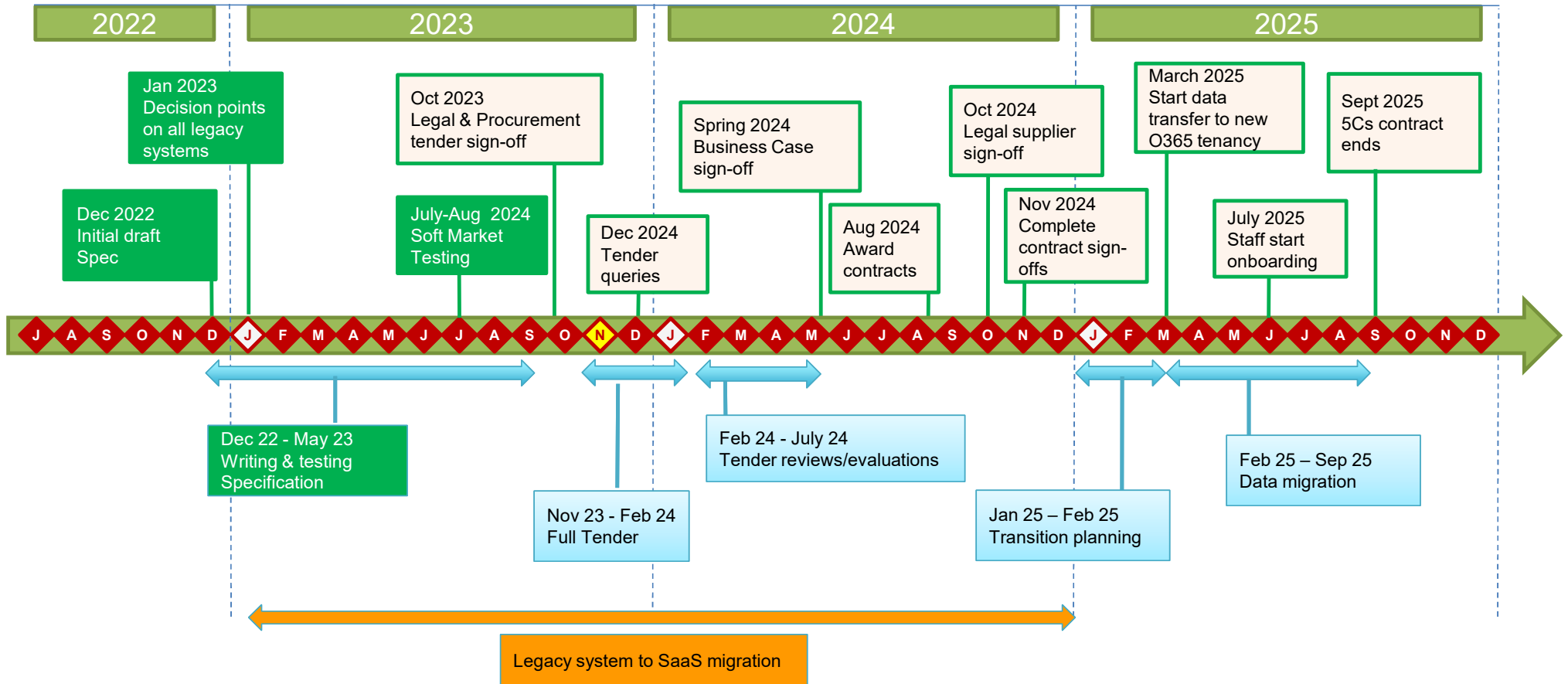
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'Projects' identified from the specification

- Identified projects will be quoted separately in the tender allowing the council to decide what to include in the final award and what to source elsewhere as necessary – it also means that a supplier that cannot provide everything is not excluded from the process

1. Renaming the M365 Tenancy *(from 'CapitaCouncilsPartnership')*
2. Device management *(MDM/Intune)*
3. Plaza Wifi provision
4. Office Telephony
5. Annual Cybersecurity training
6. Public kiosks provision

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Impact on Finances

- Capita will also be asked to quote for some projects under the 5C provision (e.g. tenancy renaming) for comparison for progression within 5C contract.

- Detailed estimates of costs for the full business case will not be available until the procurement submissions have been received and evaluated.

- Estimates included in the Future ICT Infrastructure and Security provision options paper Jan 2023 currently appear within the range of indicative cost estimates received from Pre-Market Consultation feedback.

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The Council's 5Cs ICT Exit procurement timeline – Milestone Progression

2022 | **2023** | **2024** | **2025**

Jan 2023
Decision points on all legacy systems

Dec 2022
Initial draft Spec

Oct 2023
Legal & Procurement tender sign-off

July-Aug 2024
Soft Market Testing

Dec 2024
Tender queries

Spring 2024
Business Case sign-off

Aug 2024
Award contracts

Oct 2024
Legal supplier sign-off

Nov 2024
Complete contract sign-offs

March 2025
Start data transfer to new O365 tenancy

July 2025
Staff start onboarding

Sept 2025
5Cs contract ends

Dec 22 - May 23
Writing & testing Specification

Nov 23 - Feb 24
Full Tender

Feb 24 - July 24
Tender reviews/evaluations

Jan 25 – Feb 25
Transition planning

Feb 25 – Sep 25
Data migration

Legacy system to SaaS migration

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Key Risks

- Timeline dependency on several of the other Strategic Services Commissioning projects – mitigation via Programme Management.

- Resource to deliver – mitigation via the Strategic Services Commissioning programme.

- Third-party resource – mitigation in early scheduling of necessary external resources.

- Cost – mitigated by range of indicative cost estimates received from Pre-Market Consultation feedback.

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Pre-procurement Actions

- Final specification completed ✓

- Finalise tender documentation and window – Nov to market ✓

- Engage with Legal team on final Invite To Tender documentation ✓

- Seek authority to commence procurement from Exec Head of Commercial, Cabinet Lead, S151 and Monitoring Officer as delegated.

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