

<b>Name of Committee:</b>	Overview & Scrutiny		
<b>Committee Date:</b>	21st November 2023		
<b>Report Title:</b>	Council ICT Infrastructure & Security provision from Sept 2025 - Procurement and progress – O&S update Autumn 2023		
<b>Responsible Officer:</b>	Thomas Locke, Digital Services Manager		
<b>Cabinet Lead:</b>	Cllr Liz Fairhurst		
<b>Status:</b>	Non-Exempt		
<b>Urgent Decision:</b>	No	<b>Key Decision:</b>	No
<b>Appendices:</b>	A: 'ICT I&S - Autumn briefing PDF' presentation		
<b>Background Papers:</b>	<a href="#">Future ICT Infrastructure and Security Provision Options</a>		
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<b>Report Number:</b>	HBC/		

### Corporate Priorities:

Growth (Internal): Building our future.

Aims: We will create a responsive council: improving our customer services and all the services we deliver.

Initiatives: Review our approach to outsourcing our services, and set in place strategies for the delivery of services currently provided by Capita and Norse SE as contracts expire.

Benefits: Council services that are fit for purpose and fit for the future, while remaining cost-effective. Improved digital infrastructure.

### Executive Summary:

To provide an update presentation on the progress of the replacement ICT Infrastructure & Security September 2025 procurement project as required by Overview & Scrutiny.

To note that the procurement is on schedule as planned following a successful pre-market consultation exercise that allowed the council to further inform their service specification and tender documentation. Full tender is planned from November 2023. Authority to commence procurement is delegated to Exec Head of Commercial, Cabinet Lead, S151 and Monitoring Officer.

### Recommendations:

That members note the information and update presented.

## 1.0 Introduction

- 1.1 The current 5C's Capita arrangements for the council's 'ICT Infrastructure and Security provision' ends in September 2025 and the council must design and procure a replacement service using a single supplier (prime contractor), private or public sector, to ensure continuity of BAU services.
- 1.2 This is an update on the progress of that procurement process as requested.

## **2.0 Background**

- 2.1 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
- 2.2 This option was deemed the lowest risk and to provide the best value for money and user experience, reliability and ease of migration.
- 2.3 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.
- 2.4 Following Pre-Market consultation, the council have honed their service specification and tender documentation to allow for a full tender from November 2023.
- 2.5 The procurement is on schedule as planned.

## **3.0 Options**

- 3.1 There are no options to consider, this is for information only as requested.

## **4.0 Relationship to the Corporate Strategy**

- 4.1 A key aim of the corporate strategy is to 'create a responsive council: improving our customer services and all the services we deliver.' Part of that includes 'review(ing) our approach to outsourcing our services, and set(ting) in place strategies for the delivery of services currently provided by Capita and Norse SE as contracts expire.' It is also to ensure that 'Council services that are fit for purpose and fit for the

future, while remaining cost-effective', with 'improved digital infrastructure.'

## **5.0 Conclusion**

- 5.1 The is an update presentation only and Members are asked to note the information and update presented.

## **6.0 Implications and Comments**

- 6.1 S151 Comments: This update has been reviewed by the S151 Officer.
- 6.2 Financial Implications: 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.
- 6.3 Monitoring Officer Comments: This update has been reviewed by the Monitoring Officer.
- 6.4 Legal Implications: The Legal Team are being consulted on the finalised Tender documentation, but not on this update to O&S. This update does not require such review.
- 6.5 Equality and Diversity: This update does not require such review.
- 6.6 Human Resources: This update does not require such review.
- 6.7 Information Governance: This update does not require such review.
- 6.8 Climate and Environment: This update does not require such review.

## **7.0 Risks**

- 7.1 There is a timeline dependency on several of the other Strategic Services Commissioning projects with mitigation via Programme Management.
- 7.2 Resource to deliver – mitigation via the Strategic Services Commissioning programme.
- 7.3 Third-party resource – mitigation in early scheduling of necessary external resources.

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

## 8.0 Consultation

8.1 This presentation update has been reviewed by the following:

8.1.1 Executive Head of Commercial, Chris Bradley – 26/10/23

8.1.2 Cabinet Lead for Digital (Capita Contract) – Cllr Liz Fairhurst – 01/11/23

8.1.3 Executive Leadership Team – 01/11/23

## 9.0 Communications

9.1 No communications are required for this update.

<b>Agreed and signed off by:</b>		<b>Date:</b>
<b>Cabinet Lead:</b>	Cllr Liz Fairhurst	01/11/23
<b>Executive Head:</b>	Chris Bradley	26/10/23
<b>Monitoring Officer:</b>	Jo McIntosh	01/11/23
<b>Section151 Officer:</b>	Steven Pink	01/11/23