

CABINET

1st February 2017

ICT Infrastructure Resource

Relevant Portfolio Holder	Cllr G Denaro
Portfolio Holder Consulted	Yes
Relevant Head of Service	Deb Poole, Head of Transformation & OD
Wards Affected	N/A
Ward Councillor Consulted	N/A
Non-Key Decision	

1. SUMMARY OF PROPOSAL

- 1.1 At full council on 23rd November 2016 a report regarding ICT Infrastructure resource was resolved and it was agreed a second paper would be presented to Cabinet and Council following a procurement exercise to find a potential supplier to undertake the main ICT infrastructure functions.
- 1.2 The initial procurement exercise is now complete and therefore this report outlines the findings of that exercise and makes a recommendation to Cabinet and Council about a way forward. Certain information contained in this report is confidential and for that reason the main body of the report will be made public but Appendix 1 which includes exempt information will remain confidential.

2. RECOMMENDATIONS

Cabinet is requested to **RECOMMEND**:

- 2.1 That the Head of Transformation and Organisational Development proceeds with the procurement of a contract to deliver the ICT infrastructure functions with the preferred supplier as set out in Appendix 1.

3. KEY ISSUES

Financial Implications

- 3.1 The current cost to Bromsgrove District Council (BDC) for providing the service is £34,093 per year. This includes the salary and on-costs for the two posts effected.

Legal Implications

- 3.2 Subject to Member approval to proceed, the next stage would be to enter into a legal contract with the preferred the supplier to deliver the ICT Infrastructure functions based on an initial 12 month contract with the option to extend for a further 12 months.
- 3.3 Key to ensuring the Authority could not be left with a contract it finds does not deliver to the standards required, the procurement advert stated we will require the ability to terminate the contract with 90 days' notice (following the initial 90 days of the contract commencement date) for any reason.
- 3.4 As previously reported, if the outsourcing to an external provider proceeds this will constitute a relevant transfer for the purposes of the TUPE (Transfer of Undertakings, Protection of Employment) Regulations. The rules provide that where in house services are transferred to external providers existing members of staff TUPE across to the new contractor. This will affect one member of staff. Any issues in this regard will be managed as part of the process in accordance with usual HR procedures.
- 3.5 The information set out in the main body of this report is non-exempt and is available publically. The information set out in Appendix A includes details that are commercially sensitive to those companies which submitted tenders and to the Council. Accordingly the information is exempt under Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (as amended).

Service / Operational Implications

- 3.6 This proposal presents a solution to correct a particular ongoing issue in the service due to the problem of recruiting staff with the types of skills required within the ICT Infrastructure service. The overall organisational approach remains that of sharing internal resource where ever possible.
- 3.7 The ICT Infrastructure Officer and ICT Infrastructure & Network Officer posts play a key role in maintaining day to day delivery of the ICT service to the Authority. Their main function is to ensure that the servers and storage which enable the business applications to work, are operating successfully. This includes the servers for Emails, Finance, Payroll, Revs & Bens, Elections etc.

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- 3.8 In addition the team have been involved in several 'power off' situations at both Parkside and Redditch Town Hall and are key to closing down services correctly and returning them to a working state. Further power off situations may occur at both sites and currently only 1 person is available with the correct skillset to cover this task.
- 3.9 Senior managers are aware that the current lack of resource is having a detrimental effect on the remaining personnel and that this issue needs to be resolved as soon as possible to maintain staff morale and avoid absence.
- 3.10 As mentioned above, resource is currently being purchased on an ad-hoc basis whilst we try to maintain a service with only 1 of the 2 posts filled. The resource comes from several different companies and trying to maintain continuity of service is becoming increasingly difficult.

Customer / Equalities and Diversity Implications

- 3.11 There are no customer / equalities and diversity implications.

4. RISK MANAGEMENT

- 4.1 There is a risk that the external provider will not deliver the service to the level provided by the current internal team. This risk will be addressed by ensuring, as far as possible, that there are appropriate contractual obligations imposed on the external provider.
- 4.2 The impact of outsourcing could inadvertently increase pressure in the short term, on existing members of ICT whilst the new service is procured and then implemented. The result of increased pressure could lead to additional sick leave but this has been mitigated by securing additional temporary resource from external companies.
- 4.3 To be balanced against the risks outlined above, is the risk that if no action to pursue outsourcing is taken then the Council is likely to continue to encounter recruitment problems which over a period of time may undermine the ability for the service to be provided.

5. APPENDICES

Appendix 1 – Not included: Exempt item

6. BACKGROUND PAPERS

None

BROMSGROVE DISTRICT COUNCIL

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