



BROMLEY CIVIC CENTRE, STOCKWELL CLOSE, BROMLEY BRI 3UH

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DATE: 05 July 2016

EXECUTIVE AND RESOURCES POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Meeting to be held on Thursday 7 July 2016

Please see the attached report marked “to follow” on the agenda.

16 IT AND MOBILE PHONE CONTRACTS (Pages 3 - 10)

Copies of the documents referred to above can be obtained from
<http://cds.bromley.gov.uk/>

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Report No.
CSD16105

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: EXECUTIVE AND RESOURCES
POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Date: 7th July 2016

Decision Type: Non-Urgent Non-Executive Non-Key

Title: IT AND MOBILE PHONE CONTRACTS

Contact Officer: Graham, Walton, Democratic Services Officer,
Tel 020 8461 7743 E-mail: graham.walton@bromley.gov.uk

Chief Officer: Mark Bowen, Director of Corporate Services

Ward: n/a

1. Reason for report

- 1.1 The Chairman has requested a report giving the Committee an opportunity to scrutinise the Council's mobile phone contract and IT support contracts. Details of these contracts are summarised in the appendices to this report.

2. **RECOMMENDATION**

The Committee is requested to note the information provided.

Corporate Policy

1. Policy Status: Existing Policy:
 2. BBB Priority: Excellent Council:
-

Financial

1. Cost of proposal: No Cost: Further Details
 2. Ongoing costs: Recurring Cost:
 3. Budget head/performance centre:
 4. Total current budget for this head: £
 5. Source of funding:
-

Staff

1. Number of staff (current and additional):
 2. If from existing staff resources, number of staff hours:
-

Legal

1. Legal Requirement: None:
 2. Call-in: Not Applicable: This report does not involve an executive decision
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected):
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? No
2. Summary of Ward Councillors comments: N/A

3. COMMENTARY

- 3.1 The Committee receives an update on the Council's Corporate Contracts Register on a regular basis. The Contracts Register for the Chief Executive's department includes a number of IT contracts, including IT support contracts which are usually renewed on an annual basis. In many cases these contracts are overseen by service managers rather than the ICT Division. These contracts are summarised in Appendix 1, which includes contract start and end dates and total contract values. The links embedded in the document lead to the Contract Monitoring summaries for each contract on the Council's intranet.
- 3.2 Appendix 2 is the contract monitoring summary for the Council's Mobile Device Management (Mobile Voice & Data Services) contract. In view of the need to review the services required on a regular basis in the light of the Council's changing staffing needs, this contract will be let on relatively short terms.

Non-Applicable Sections:	Policy/Financial/Legal/Personnel
Background Documents: (Access via Contact Officer)	None

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**LONDON BOROUGH OF BROMLEY
CONTRACT MONITORING SUMMARIES (CMS)**

**CHIEF EXECUTIVE'S DEPARTMENT – IT SUPPORT CONTRACTS
2016/17**

DIVISION / TEAM	CONTRACT	START DATE	END DATE	CONTRACTOR	CONTRACT MANAGER	TCV	STATUS / NOTES
Corporate Procurement	Mobile Device Management (Mobile Voice and Data Service) O2	05.12.14	16.01.17	Telefonica (UK)	Maddy Hayes	£152,000	One year extension available
Customer Services	Google Search Appliance	16.06.14	10.09.17	Sword Connect	Duncan Bridgewater	£35,000	
Customer Services	Blue Sky Managed Hosting Services	01.01.16	31.03.18	Blue Sky Hosting Ltd	James Reay	£98,505	Negotiated contract replaced expired 2011-15 contract
Customer Services	Exchequer Customer Services Customer Services & Bromley Knowledge Contract	01.11.13	31.03.18	Liberata	Duncan Bridgewater	£3,788,542	Additional portal set up costs
Customer Services	Jadu Content Management System Service and Support Agreement	Not specified	Annual renewing?	Jadu Limited	Duncan Bridgewater	???	No value or term? Cost recharged to Liberata
Customer Services	Jadu X Forms Service and Support Agreement	Not specified	Annual renewing?	Jadu Limited	Duncan Bridgewater	???	No value or term? Cost recharged to Liberata
Finance	Academy Processing System	'Licence agreement ongoing'	'Licence agreement ongoing'	Capita PLC	John Nightingale	£460k	Licence value based on 4 year rule
Finance	Anite Information @Work	Open ended licence agreement	Open ended licence agreement	Northgate Information Solutions Ltd	John Nightingale	£44k	Value based on 4 year rule

CHIEF EXECUTIVE'S: CONTRACT MONITORING SUMMARY DIRECTORY 2016/17

DIVISION / TEAM	CONTRACT	START DATE	END DATE	CONTRACTOR	CONTRACT MANAGER	TCV	STATUS / NOTES
Finance	Payment Management System	Aug 2002	Ongoing licence agreement	Capita PLC	John Nightingale	£92k (4 years based on 2016/17 charge)	
Finance	Pension System	Oct 2013	Sep 2018	Heywood LTD	John Nightingale	£395.5k	
Finance (with HR)	Provision of Exchequer Services i) Consolidated Summary Provision of Exchequer Services (Exchequer Services) Provision of Exchequer Services (Financial Assessment Service) Provision of Exchequer Services (Accounts Payable Service) Provision of Exchequer Services (Income and General Debtors Service) Provision of Exchequer Services: (Appointee and Deputyship Service) Provision of Exchequer Services: Exchequer HR School and Academy Provision of Exchequer Services CCN index (Not CMS)		Original Expiry: March 2018 Current Expiry: March 2020	Liberata UK Ltd	John Nightingale / Claudine Douglas-Brown	£42,203,000 (original without extension)	Executive agreement for 2 year extension to 2020 – 'but has not yet been signed' – 29.02.16.
Finance (with HR)	Provision of Payroll System				John Nightingale / Barbara Plaw		AB emailed Barbara Plaw 12.04.16

CHIEF EXECUTIVE'S: CONTRACT MONITORING SUMMARY DIRECTORY 2016/17

DIVISION / TEAM	CONTRACT	START DATE	END DATE	CONTRACTOR	CONTRACT MANAGER	TCV	STATUS / NOTES
ICT	Application Service Provision Websense Triton Security Gateway	01.01.15	31.03.17	Trans European Technology	Sheila Humphreys	£94,654	
ICT	HP Maintenance Support	01.04.13	31.03.16	European Electronique	Sheila Humphreys	£ 379,431	
ICT	Internet Service and Backup Provision	01.04.12	31.03.16	Capita Secure Systems Ltd	Sheila Humphreys	£1,152,240	
ICT	IT Core Contract	01.04.11	31.03.16	Capita Secure Systems Ltd	Sheila Humphreys / Stuart Elsey	£6,386,620	
ICT	IT Voice & Data Network	01.04.11	31.03.16	Capita Secure Systems Ltd	Sheila Humphreys / Stuart Elsey	£1,391,025	
ICT	Microsoft Volume Licensing Agreement	01.01.16	31.12.19	Insight Direct (UK) Ltd	Sheila Humphreys	£328,824.54	
ICT	Provision of Personal Computer Hardware	01.05.12	30.04.16	XMA (formerly Viglen)	Sheila Humphreys	£ 260,000	
Legal Services & Democracy	Modern.gov support	01.04.09	Annual renewal Municipal year	Modern Mindset Limited	Graham Walton	£65,540	Draft Uploaded: 23.12.15
Legal Services & Democracy	Provision of Electoral Services Software	Approx. 2005/6	<i>NB there is no set end date</i>	Xpress Software Solutions Limited	Carol Ling	£220,000*	Software Licence Contract *TCV estimated by avg. annual licence (~ £22k) and likely life span of system (~10 years)

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Procurement Background	Title	• Mobile Device Management (Mobile Voice & Data Services)		
	Contract Register No.	• ecm-3405 (Bravo)		
	Location of Contract	• Corporate Procurement Team, 2 nd Floor Stockwell (electronic copies available)		
	Department	Chief Executive (CEX)		
	Division	Corporate Services (CEX)		
	Management	<ul style="list-style-type: none"> • Dave Starling (<i>Head of Procurement</i>) • Maddy Hayes (<i>Corporate Procurement Projects Manager</i>) 		
	Contractor	• Telefonica (UK)		
	Contractor's Reg. No.	• 1743099		
	Organisation Information	Large Organisation (>250)	Private Sector	
	Contract Type & Tender Route	Call-Off Contract	Negotiated	
	OJEU and / or Due North Reference	OJEU Reference: (Direct call-off of PSN RM1498 (Lot 6) Framework)	Due North Reference: (Direct call-off of PSN RM1498 (Lot 6) Framework)	
	CPV Code	• 3225000 (Mobile Telephones)		
	Procurement / Commissioning Status	Consider Options (Yellow)	• Date Assessed: 28.01.16	
	Term	Duration (<i>years and months</i>): (inc. any option to extend)	<ul style="list-style-type: none"> • 2 years 6 weeks • Extension option: +1 year 	
		Core Term: start and end dates	• 05.12.14 – 16.01.17	
		Extensions taken: start & end dates	• n/a	
		Extensions taken beyond term of original contract	• n/a	
London Contracts / Bravo Alert Date	• 12 months			
Key Reports	<ul style="list-style-type: none"> • Contracting Arrangements for Mobile Devices (CSD14062) • E&R PDS 27 March 2014 (part 2) 			
Purpose / Description	<ul style="list-style-type: none"> • Data and voice provision for LBB Mobile devices (mobile phones, laptops, Ipads, data only devices). Provision for all council workers and services (as required). • Individual connection based contract ~1700 connections • Landline to Mobile device services (via 'links' system). 			
Commissioning Reviews and Proposals	<ul style="list-style-type: none"> • Future requirement is dependent on staff remaining at Council. Shorter term contracts (i.e., current contract 2 years only) in place to manage future reduction of staffing / service requirement. • Future arrangements will follow shorter term contract periods & ensure any reduced staffing contingency can be accommodated in line with Comms agenda. 			
Material Changes	• None			
Financial Data	Total Contract Value	• Dependent on usage – 1 st Yr est. £76,000 per annum (total £152,000 full contract period), includes £40k cashable credits across full contract period.		
	Notes provided by Finance	• Subjective budget code 1908. Individual budget allocation for device usage within divisions/teams).		
	2015/16	<ul style="list-style-type: none"> • Latest Approved Budget: £93k across all LBB • Actual Spend (out-turn): £73k (outturn at 21st April 2016 (inc. LINK system annual charge £3k) 		
	2016/17	• Budget: £93k (assuming 2015/16 carried forward)		
	Inflation Index	Other (please state)	Indexation Base Year: n/a (no RPI applicable, set prices)	
	Non-Recoverable VAT	Not Applicable		

		Metrics	Description	2015/16 Target	2015/16 Actual
Contract Monitoring	Monitoring / Metrics	Performance / KPIs	Framework Agreement Direct Call Off KPI's are stated in the Customer Services Charter (available on request) and include Priority ranking schedules with percentage targets KPI's include stated % targets for: - Response times / Service Bars / Routine General and Billing enquiries / Extended Complaint, General and Billing enquiries / Bulk Requests / Lost or Stolen Bars / Orders & Delivery / SIM Activation / Replacements / Landline issues	95% - 99% dep. on KPI)	Perf. Metrics avail. in full report format for various years (on request)
		Compliance			
		Finance Targets			
		Complaints			
		Contractor Meetings			
		Defaults / Claims			
		Other			
		Benchmarking			
Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> Initial issues with the PSN call-centre were experienced (O2 officers had issues with the new catalogue set up and Bromley's bespoke service options, however these have now been resolved. Bromley have implemented their own Customer Order Form which includes all framework prices and risk management options included in the Councils provision (i.e., data costs, internet access limits, service credits, etc). 				
Audits	<ul style="list-style-type: none"> Monthly Invoice Assessment via Liberata with anomaly spend questioned. 				
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> n/a 			
	Linked Strategies / Plans	<ul style="list-style-type: none"> Commissioning Agenda (management of future requirement only) 			
	Linked Services / Contracts	<ul style="list-style-type: none"> CCS PSN Framework (reference RM 1498) 			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> No statutory provision to service users <u>Legislative Compliance</u> <ul style="list-style-type: none"> Procurement via OJUE compliant framework provision 			
	Emerging Issues & Management Response	<ul style="list-style-type: none"> None 			
	Service Risk	Financial	Low Risk (Green)		
	Risk Management	<ul style="list-style-type: none"> Anomaly spend of individuals outside of work purposes – Risk is mitigated via consistent invoice checking & Audit/HR assessment of any anomaly spend. High spenders are contacted to ensure they're aware of usage solely for work purposes. Contract Officer has removed data capacity to access high paying tariffs. Any emerging issue with provider is managed via CCS Framework 			
	Exit Plans	<ul style="list-style-type: none"> Provision for end Dec 2016 & 2017 onward is expected to be tendered via CCS e-auction provision or via established Frameworks (value for money options) 			
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> Mobile devices are critical in care related services for front line officers. Data 			

		<p>devices are also used to manage some CCTV and parking services (enforcement/penalty notice) systems.</p> <p><u>Information Governance</u></p> <ul style="list-style-type: none"> • Secure network access via Voice & Data devices is managed via Blackberry devices for LBB staff accessing work related content. • Secure network via laptop/Ipads is managed via Guardian services 												
	Communications	<ul style="list-style-type: none"> • No public communications required (internal staff usage only). • Contract management & tendering requires communication with LBB staff only • Liberata are contact for financial queries / invoice payments • O2 Account manager is liaison for tariff / service development queries 												
	Quality Systems	<ul style="list-style-type: none"> • Provider must comply with Crown Commercial Services PSN Framework Agreement 												
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p>													
	<table border="1"> <thead> <tr> <th>Improvement area</th> <th>Proposed action</th> <th>Target date</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>		Improvement area	Proposed action	Target date									
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<p>Signed: (Name & Date)</p> <p>Dave Starling 22 April 2016</p>														
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