Committee(s): Digital Services Sub – For Information	Date(s): 24th January 2020
Subject: 2020 IT Managed Services Update	Public
Report of: Chamberlain	For Information
Report author: Kevin Mulcahy Assistant IT Director	

Summary

This report provides Members with an update on the IT 2020 Managed Service project.

Recommendation(s)

Members are asked to:

- Note the report.

Main Report

Background

1. On 15th May 2019, Procurement Sub-Committee approved the procurement strategy report (Stage 1) for the procurement of IT Managed Services for CoL, CoLP and London Councils.

2. The current contract expires 31st August 2020 and therefore a replacement needed to be procured to ensure IT services can be provided and maintained without interruption.

3. The IT Division has developed a new Service Design covering all IT services, including those to be provided in-house and by third party suppliers. This design reflects the current and future needs for a corporate IT service, covering the needs of the CoL and the CoLP.

4. The scope of the contract will cover the following core IT services currently provided by the incumbent supplier under the terms and conditions of the existing contract that ends 31st August 2020:

- Service Desk and Field Engineering
- End User Computing

- Operational system support and administration
- Management of remotely hosted servers

5. The Service Design process identified certain services were best placed in-house, and the following elements of the IT Service will be brought back under direct control, which will involve transfer of 3 full-time posts under TUPE. The costs of these roles have been included in the cost comparisons.

6. Following the conclusion of a tender process through a further competition under the Crown Commercial Services (CCS) Framework for Technology Services 2 (RM3804) Lot 3, Agilisys, the current (incumbent) is the preferred bidder having achieved the highest score.

Current Position

7. Further to the recent competitive procurement process the preferred bidder will provide CoL, CoLP and London Councils with the following core IT services:

- Service Desk and Field Engineering

- End User Computing

- Operational system support and administration

- Management of remotely hosted servers

8. A new service design has been developed with input from across the organisation. The service design reflects the needs of all organisations in scope, and includes:

- ITIL v4 aligned service model underpinning the delivery of future services
- Implementation of ServiceNow IT service management tool, which will deliver:
  - Seamless integration within a multi-supplier, multi-service environment
  - Single interface for Azure cloud environment
  - Transparent configuration management system/CMDB across suppliers and services
  - An intuitive and modern self-service portal
- Cloud management framework allowing rapid adoption of emerging services
- Next generation service model with capabilities and capability to harness the evolving functionality in Microsoft 365, maintaining security and compliance
- UK based location strategy with the optimal blend of onsite dedicated and leveraged resources
- Creation of an on-premise 'technology support bar' delivering human-interactive support
- Dedicated Service Delivery Managers for the Corporation and Police
- User-experience centred customer service measurement framework

Programme Delivery

9. The programme has been structured into three workstreams each overseen by a senior manager acting in the capacity as a Senior Responsible Owner (SRO)

   - Exit Management
   - Transition
   - Target Operating Model and TUPE

10. In terms of programme management practice all project resources are professionally qualified to PRINCE2®. A dedicated SharePoint site being used to hold all documents to ensure effective document configuration management. This will be a shared repository with the supplier. A Master project plan with separate plans for each stream is currently being developed. However, there is a need to have a contract in place with the supplier to secure access to the required resources and to mobilise the full programme team. This is expected to take place in February 2020.

11. A dedicated and experienced transition manager has been appointed to lead the CoL resources to work alongside, and in partnership with the Agilisys transition team. A single RAID log and resource plan being developed in conjunction with the PMO.

12. Having completed all required governance, the focus of the project team is to now mobilise the new contract. The target date to complete the due diligence is February 2020.

13. Detailed discussions are required with Agilisys to determine the final position in relation to potential TUPE transfer of staff into the Corporation. This together with any staffing implications arising from the new target operating model will be subject to a report by the Director to the relevant committees.

14. In parallel with the commercial and contractual matters being concluded, detailed project plans will be developed for the three workstreams. In the meantime, all readiness work to onboard the new services are being undertaken, in particular the network links required to operate public cloud services within the Microsoft Azure environments.

Corporate & Strategic Implications

15. Provision of an effective and efficient corporate IT service is vital to the whole organisation. Currently, not all parts of the organisation use the Agilisys contract, but all core services use the infrastructure and associated IT services. Therefore, it is essential that a replacement service is provided ensuring business continuity.

16. The aims within the Corporate Strategy are underpinned by IT systems and services, and any replacement service must ensure these aims continue to be fully supported.

Implications

17. Awarding the contract will enable the following benefits to be delivered during its initial term:

   - Move to public cloud (Microsoft's Azure service) for lower cost data storage and server hosting. Once this is completed, any new service contract will not need to move systems and data again. This move will enable further cost savings once an information management policy is fully adopted.
   - Implementation of a Tech Desk at Guildhall and a Police site to allow staff to drop-off and collect equipment and get a face-to-face problem resolution and advice service.
   - Revised and improved SLA and consequence regime for failure to deliver services within the SLA.
   - Improved balance of outsourced and in-house services which will deliver efficiencies and service improvements to customers.
   - Revised Social Value offering better aligned to latest organisational policies.

Conclusion

18. Good progress has been made in delivering this work to plan, to date. The programme remains on target and within budget.

19. The full delivery of the transition and migration will further strengthen the end user experience and drive greater value on efficiency in support of the objectives of the fundamental review.
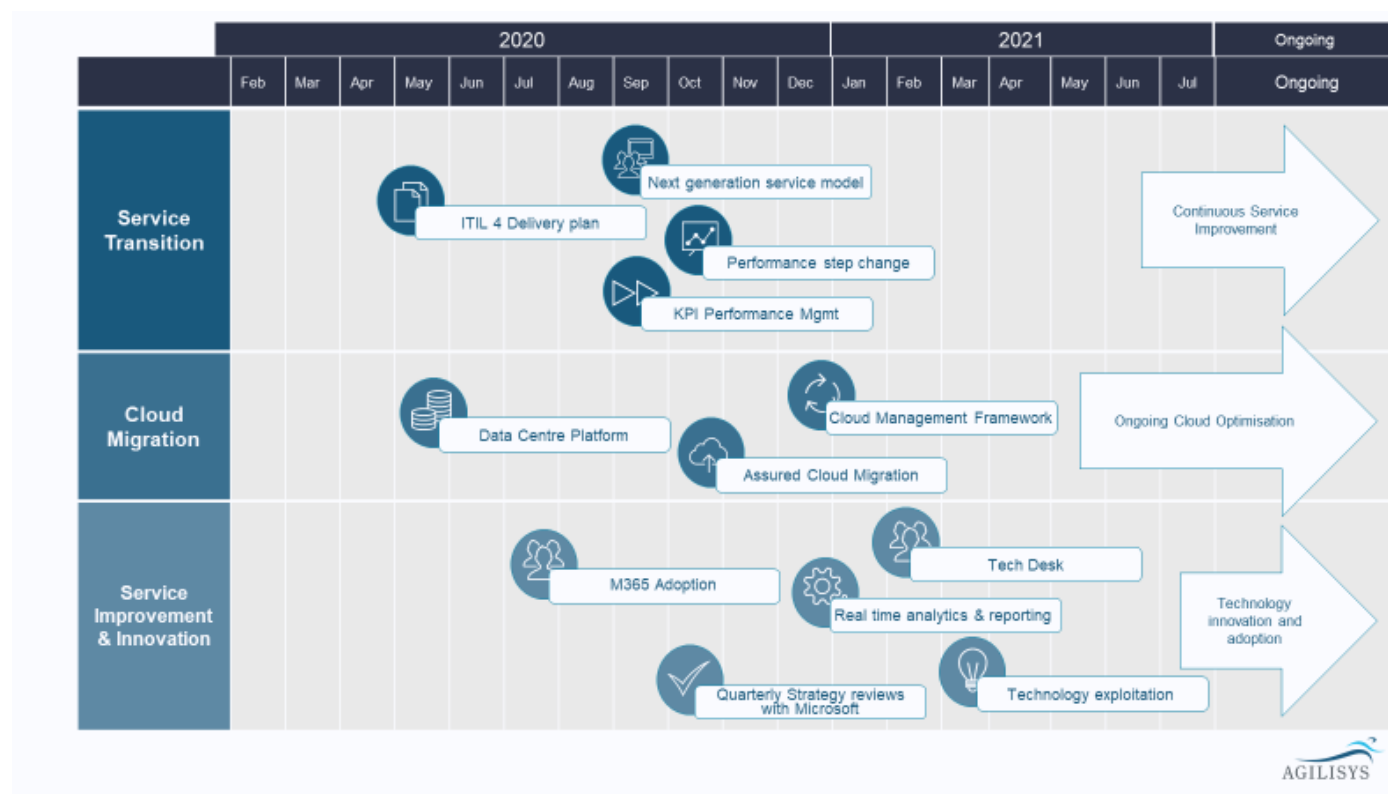
Appendices

   - Appendix 1 – Outline plan

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Appendix 1

Outline Plan

Phase	Event	Date	
Launch Phase	Launch tender	11th July	Completed
	Deadline for Clarifications	24th July	Completed
	Deadline for submissions	13th August	Completed
Evaluation Phase	Bid Evaluation start	14th August	Completed
	Commercial Evaluation	14th - 23rd August	Completed
	Technical Evaluation	14th Aug - 2nd Sept	Completed
	Technical Moderation	5th September	Completed
	Supplier Presentations	*9th & 10th September*	Completed
	Presentation Moderation	11th September	Completed
	Bid Evaluation end	11th September	Completed
Approval Phase	Steering Board	*12th September*	Completed
	Members' Reference Group	*13th September*	Completed
	Draft report (HR/Legal/Finance comments)	17th September	Completed
	Police IT Strategy Board	*23rd -25th Sept*	
	Strategic Resources Group	*23rd -25th Sept*	Completed
	Summit	26th September	Completed
	IT Category Board	*2nd October*	
	Deadline for revised (draft) committee report	17th October	Completed
	Procurement Sub Committee	29th October	Completed

	Establishment Committee	29th October	
	Digital Services Sub Committee	6th November	Completed
	Finance Committee	12th November	Completed
	Policy & Resources Committee (info only)	21st November	
	Police Authority Board	28th November	Completed
	Court of Common Council	5th December	Completed
	Notification of award	6th December	
	Standstill period end	16th December	Completed
	Announcement of award	16th December	Completed
Transition Phase	Finalise contract and onboard supplier	February 2020	
	Contract Start	March 2020	
	Transition Planning and Initiation	March 2020	