



Overview and Scrutiny

Title: Shared Services Project Update

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Summary

This paper updates Members on the current position on the Shared Support Services project. It is important that all Members are kept updated, given the potential impact of the project for the Council and all Services. Further updates will be brought to Members via the Council Blue Book as the project progresses.

Recommendation

To note the update.

Supporting information

What is the Shared Support Services Programme?

- 1 As part of the Pathfinder Agreement, Aylesbury Vale District Council, Buckinghamshire County Council, Buckinghamshire and Milton Keynes Fire Authority, South Bucks District Council and Wycombe District Council (referred to in this report as “the partners”) have been working towards the “joining of back office services” through the procurement of a private sector partner, with whom a Joint Venture Company (JV Co) will be established. This is the Pathfinder Shared Support Services Project (referred to in this report as “the project”). The key aims are to achieve cost savings and improve service delivery.

What Services are in scope?

- 2 Bidders will be asked to submit proposals covering:
 - Professional Human Resources (HR)
 - Payroll and transactional HR processing
 - Professional Finance
 - Transactional financial processing (excluding revenues and benefits)
 - Strategic Information and Communications Technology (ICT) and development
 - Operational ICT and helpdesk

- Operational Facilities Management, Property Services, Repairs & Maintenance and helpdesk

What are the Benefits?

- 3 The aim is to secure a contract and a JVCo that will enable the partners to:
- Improve the efficiency of support services to realise cashable savings
 - Achieve economies of scale to reduce capital investment
 - Improve business continuity
 - Provide leadership for shared services within two-tier areas
 - Create an environment to share and implement best practice

Programme Arrangements

- 4 A Programme Team has been formed to lead and co-ordinate the project in accordance with the Business Case. Sue Barnes is the Partnership Programme Director and is responsible to all 5 partners for direction, advice and the delivery of the project. Jean Gamester is the Programme Manager, with day to day responsibility for programme management and co-ordination. Necessary specialist legal and procurement advice is provided by Bevan Brittan and Deloitte. Each partner has a Senior Responsible Officer (SROs); for BCC this is Dean Taylor. The Programme Sponsor is Chris Furness, Chief Executive of South Bucks District Council. In addition, Jackie Yates provides financial advice to the Programme Board.
- 5 The project is overseen by a Programme Board, which is chaired by Nick Cave, Pathfinder Director. Where appropriate, the Board make recommendations to the Joint Committee, which consists of the 4 Council Leaders and the Chairman of the Fire Authority. There are various other groups for the technical areas in scope, for design, evaluation and dialogue with bidders.

C CURRENT POSITION

What Has Happened So Far?

- 6 Background information about the project is contained in the reports to Overview and Scrutiny, Cabinet and County Council in January 2009. This set out the Business Case for the project. On 29 January 2009, the Council agreed to proceed with the project and made a number of decisions about the project:
- Agreement of the Strategic Business Case
 - Agreement of the Procurement Strategy
 - Agreement to the setting up of a Joint Committee
 - Associated delegations to the Leader and Chief Executive and Senior Responsible Officer
 - Delegation of a budget to cover the pre contract costs of the project
 - Agreement to a Memorandum of Understanding
 - Agreement to the key issues in relation to the proposed Joint Venture Company (JV Co)
- 7 On 30 March 2009 the Cabinet agreed the Inter Authority Agreement, including the arrangements for the Joint Committee.

8 Since then the key developments have been as follows:

- The Official Journal of the European Union (OJEU) Notice inviting private sector companies to bid for the contract was published on 26 June 2009
- Responses were received by the deadline of 3 August 2009
- These bids have been evaluated by representatives from the partners against set criteria: financial status, employee and health and safety information, partnering experience and experience of providing the services in scope
- Following the evaluation consultation and sharing recommendations with the Joint Committee, the Shared Services Programme Board confirmed their shortlist on 10 September 2009.
- In parallel, significant work has taken place to develop the service specifications across all functions and partners as input into dialogue. These specifications will evolve throughout the dialogue process.
- We are actively engaging Trade Unions and staff representatives. In parallel an engagement framework with those people is under review.
- Work has started on client side options
- The Joint Committee have met and agreed the following:-

8 June 2009

- Terms of Reference
- Inter Authority Agreement and Procurement Strategy
- OJEU notice
- Procurement costs

10 September 2009

- Project update and information on the shortlisting of the Pre Qualification Questionnaire.

24 September 2009

- to receive representations from Trade Unions and Staff Representatives and to agree the Evaluation Criteria

Link to Joint Committee papers

<http://www.buckscc.gov.uk/moderngov/ieListMeetings.aspx?Committeeld=647>

Next Steps

9 The key next steps are as follows:

- Long listed bidders will then be invited to submit outline proposals based on our specification of services, the published list includes BT, Mouchel, Capita and IBM.
- Dialogue will then commence for Bidders to develop outline proposals
- There is a mid-term review point for all Councils in January 2010 to ensure that the project will meet the objectives of each Authority.
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Key Dates for the Rest of the Current Timetable

10 Timings may change as the process unfolds, but the key dates are as follows:

Procurement Stage	Timescale
Publication of OJEU Contract Notice	26 June 2009
Deadline for receiving completed PQQs	03 August 2009
Notification of shortlist	11 - 14 September 2009
Issue of draft Invitation to Submit Outline Proposals (ISOP)	11 - 14 September 2009
Bidders Conference	2 October 2009
Issue of full Invitation to Submit Outline Proposals (ISOP)	05 October 2009
1 Day of dialogue per bidder	19 October 2009 – 22 October 2009
Deadline for receipt of Outline Proposals	17 November 2009
Issue of Invitation to Submit Detailed Proposals (ISDP)	28 January 2010
Deadline for receipt of Detailed Proposals	May 2010
Issue of Invitation to Submit Final Tenders (ISFT)	June 2010
Deadline for receipt of Final Tenders	August 2010
Contract Award and Mandatory Standstill Period	November 2010

D COMMENTARY

11 Current issues for Members to note include:

- Events are planned in the coming weeks to brief employees in scope, this will be an ongoing requirement as the process unfolds
- When we see the shape of Bidders' proposals, there will also be engagement with all Services and Schools - we will all be customers of the JVCo
- A Member Briefing is being planned for all partners later in the Autumn when we have a clearer idea of Bidders' proposals (a BCC event may also be held)