

IMPROVEMENT & REVIEW COMMISSION MEETING – Wednesday 18th June 2014

Report from the Cabinet Member for HR, ICT & Customer Services

The key projects in 2014/2015 for HR, ICT & Customer Services include: -

ICT & CSC Managed Services

The Council's existing contractual arrangements for the ICT & CSC Managed Services terminate at the end of January 2015. Neither contract can be extended. Therefore, the Council requires new arrangements to be procured and mobilised, ready to start on 1st February 2015.

In response to the need for new arrangements for ICT & CSC Managed Services, the Council is engaged in a procurement exercise using the Restricted Procedure of the Public Contracts Regulations 2006 (as amended).

From 2015 and beyond, the Council will continue to be affected by significant financial challenges and changes in legislation affecting the nature of public services and the way they are delivered. The exact nature of these changes continues to emerge. The new arrangements for ICT & CSC Managed Services need to be capable of flexing to meet new, changed and/or reduced service circumstances and requirements.

The new arrangements from 1st February 2015 will need to: -

- Deliver savings;
- Maintain (or improve) customer satisfaction;
- Be capable of flexing, to ensure that changes in services and/or the way services are delivered result proportionately to changes in costs or fees; and
- Be resilient.

To meet these needs a five year contract (with the opportunity of two, 2 year extensions) for the provision of ICT & CSC Managed Services, have been merged, under which a single contract is to be let.

Overall the Council is seeking a minimum saving c17%.over the first 5 year term of the contract

To achieve these levels of savings Bidders have been offered the flexibility and opportunity to innovate and take advantage of any economies of scale to provide the service requirements and outcomes. Additionally, Bidders have been offered the flexibility to lower operating costs by developing a programme for "channel" migration

(the methods available for customers to contact the Council e.g. telephone, e-mail, self-service) in respect of CSC services.

Five providers responded to the Pre-Qualification Questionnaire and were subsequently invited to submit Tenders for the services. Four providers submitted Tenders which are being evaluated.

A replacement contract is scheduled to be in place in July 2014.

QVR 14 – Office Accommodation Rationalisation

Organisational changes over recent years have reduced the Council's office accommodation requirements. Services and Member accommodation requirements can now be met in Building A & B of the Queen Victoria Road site.

Meeting our office accommodation requirements including essential maintenance work to Buildings A & B and enabling works to facilitate the tenancies of prospective tenants will require a capital investment.

The Council is in advanced discussions with an organisation for the occupation of the whole of the top floor of Building C. The proposal is for a 10 year term.

Based on this proposal for the top floor of Building C, the Council will achieve a break even on the investment within 6.8 years. This payback period will clearly improve with the letting of the remaining space on the first floor of Building C.

Agents continue to pursue tenants for the first floor of Building C.