

REPORT

To: POLICY & RESOURCES COMMITTEE (FINANCE SUB-COMMITTEE)	Subject: ICT SERVICE DELIVERY PARTNERSHIP TENDER EXERCISE - UPDATE REPORT	
From: DIRECTOR OF FINANCE		
Date: 4 February 2005	Ref: MG/RMCB	

1. Purpose of Report

The purpose of this report is to update the Committee on progress to date on the current tendering exercise to select an ICT Service Delivery Partner to deliver a range of ICT services to all Council departments.

2. Background

- 2.1 North Lanarkshire Council currently has a number of ICT service contracts with a range of different suppliers. As each of these contracts has come up for extension the Committee has approved an extension period that brings their termination date to 31 December 2005. This has been done to maximise the potential for future revenue savings by exploiting the cost efficiencies of combining a number of individual contracts into a single ICT Service Delivery Partnership.
- 2.2 The contract term for the ICT Service Delivery Partnership will be for a period of 4 years commencing on 1 January 2006 until 31 December 2009 with the option to extend to a maximum of an additional 3 years at the Council's sole discretion.
- 2.3 The tender, when issued, will comprise of 6 separate service modules and 5 acquisition framework agreements. The 6 Service modules are as follows:

Module 1 Help Desk/Service Centre – This is the first point of contact for any member of staff in the Authority with an ICT related problem, request or query.

Module 2 Windows Environment Services – This covers the entire lifecycle of Windows desktops, servers and associated peripherals. From providing technical advice to customers, procurement, installation of hardware and software, license management, moves/changes, hardware and software support through to the final disposal of redundant equipment.

Module 3 Enterprise Environment Services – This module includes the full range of Unix administration support and maintenance services.

Module 4 Networking Environment Services – This module includes support of the Council's data and voice network services.

Module 5 Operations Environment Services – This module covers the duties involved in the daily operation of the Council's main computer rooms.

Module 6 Corporate Printing, Enveloping & Mailing – this module covers the provision of a managed printing, binding, enveloping and mailing facility generated from the various corporate applications. Due to the specialist nature of this service module the Authority has reserved the right to consider this module as a separate contract or to identify a preferred supplier for this module and request the Service Delivery Partner initiate discussions to subcontract this module to the Council's preferred supplier.

The 5 acquisition framework agreements are as follows:

Framework 1 Supply of hardware for the Windows Environment – Procurement of desktops, servers and peripheral equipment.

Framework 2 Supply of office productivity applications and operating system software for the Windows environment – Procurement of operating system software, office productivity software and associated application packages.

Framework 3 Supply of hardware, application software and operating system software for the enterprise environment – Procurement of enterprise hardware, operating system software and associated application packages.

Framework 4 Supply of hardware and software for the networking environment – Procurement of data and voice related hardware and software.

Framework 5 Supply of data and telephony cabling for the networking environment – Procurement of cabling and ducting services to supplement the extensive voice and data wide area network infrastructure throughout the Council.

It is our preference to enter into a contract with one lead partner for all 6 service modules as this approach maximises the potential for year on year efficiencies.

- 2.4 ICT staff have been heavily involved in this process with a number of staff briefings taking place and input from Section managers and staff to specify the detailed requirements.
- 2.5 Unison representative has been kept informed throughout the process with no issues raised.
- 2.6 The ICT Service Delivery Partnership will provide a platform from which internal ICT staff can be freed up to work closely with service departments of the Council to exploit the information and telecommunication technologies which currently exist within the Council. North Lanarkshire Council are in a strong position to take full advantage of the previous investments made in infrastructure and software toolsets, and will be well placed to participate in the "shared services" agenda and Efficient Government initiatives.
- 2.7 The Authorities Buying Consortium, on behalf of the Council, issued a questionnaire requesting detailed information on prospective supplier's financial standing, previous and relevant experience and technical capability to enable the Council to establish their suitability for inclusion in a restricted list of companies who will be invited to tender for this contract.
- 2.8 Following a detailed examination of questionnaires returned to the Authority from organisations who have expressed an interest in responding, tender documentation will be sent to a minimum of 4 and a maximum of 10 companies inviting them to tender for the 6 service modules. Any company passing the financial and legal evaluations and demonstrating an ability to satisfy the requirements of the framework agreements will be invited to tender for the relevant framework contracts.

3. Evaluation

- 3.1 36 companies returned a completed questionnaire to the Authorities Buying Consortium. Of these, 27 companies selected to bid for 1 or more of the Service Modules and 32 companies selected to bid for 1 or more framework agreements.
- 3.2 After a detailed examination of the returned questionnaires including a check on the companies financial standing tender documentation will be issued through the Authorities Buying Consortium as follows:

10 companies will receive tender documentation for service modules 1 to 6.

2 companies will receive tender documentation for service module 6 only.

28 companies will receive tender documentation for 1 or more of the 5 framework agreements.

4. Recommendation

The committee are asked to note the progress to date.



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