

**Report of ICT Service Development Manager**

**Report to Chief Information Officer**

**Date: 19<sup>th</sup> March 2015**

**Subject: Award of Contract for LCCITS140052 -partner to undertake a Microsoft Technologies Strategic Review (9SLC-HHILWU)**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number: 1 - Tender Evaluation Report Appendix 1 of this report has been marked as exempt under Access to Information Procedure Rules 10.4 (3) on the basis that it contains information relating to the financial or business affairs of any particular person (including the authority holding the information) which, if disclosed to the public, would, or would be likely to prejudice the commercial interest of that person or of the Council. The information is exempt if and for so long as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

**Summary of main issues**

There is an increasing demand to grow the availability of the Microsoft estate, which could extend to – 24x7x365 for solutions such as the Council's website and to support Social Workers accessing the CIS Adult Social Care system. The Council requires additional resources and infrastructure to be able to effectively support this significant shift in business expectations.

Elements of the Microsoft estate (e.g. the SharePoint platform) are strategic platforms that presently host and will host more of the Council's most Mission Critical applications and services. Failures could impact on our duty of care for some of the most vulnerable people in society, i.e. system failures could literally be a matter of life and death.

New versions of Microsoft technologies are now available and the Council needs to decide, based on the capabilities of these newer solutions, recommendations for the current set up together with the best strategic route going forward.

## **Recommendations**

The Chief Information Officer is recommended to approve the award of a contract to Methods Consulting Ltd to assist ICT Services in undertaking a strategic review of the Microsoft technologies currently in use across Leeds City Council.

### **1 Purpose of this report**

This report seeks approval to award a contract to Methods Consulting Ltd to assist ICT Services in undertaking a strategic review of the Microsoft technologies currently in use across Leeds City Council.

### **2 Background information**

2.1 The Microsoft technologies in use at Leeds City Council have grown significantly over the last 6 years. It is now a complex landscape hosting a variety of mission critical capabilities including ;

- Corporate Intranet (InSite) / Extranet
- Website Content Management system (CMS)
- Collaboration
- Corporate Electronic Document & Records Management System (EDRMS)
- Corporate Business Intelligence & Reporting
- Line of Business Application integration (e.g. the new Adult Social Care CIS system)
- Replacement of the corporate Siebel CRM application with the Asidua CRM solution.

2.2 Business requirements are moving towards more out of hour availability, increased inter-agency working & partnerships, establishment of joint delivery teams across public services with a need for electronic collaboration capabilities, a continued channel shift to web, mobile & social channels, the ability to deliver future proofed, integrated and supportable solutions faster using agile methods.

2.3 Resourcing challenges across the Microsoft landscape, coupled with performance and downtime issues on aspects such as the Council's website need to be addressed.

2.4 In order to tackle the issues and business requirements there is a need to undertake a strategic technology review of Leeds City Council's Microsoft landscape from a people, process and technology perspective.

The complex landscape host's a variety of capabilities including:

### **3 Main issues**

3.5 There is an increasing demand to grow the availability of the Microsoft estate, which could extend to – 24x7x365 for solutions such as the Council's website and

to support Social Workers accessing the CIS Adult Social Care system. The Council requires additional resources and infrastructure to be able to effectively support this significant shift in business expectations.

- 3.6 Elements of the Microsoft estate (e.g. the SharePoint platform) are strategic platforms that presently host and will host more of the Council's most Mission Critical applications and services. Failures could impact on our duty of care for some of the most vulnerable people in society, i.e. system failures could literally be a matter of life and death.
- 3.7 New versions of Microsoft technologies are now available and the Council needs to decide, based on the capabilities of these newer solutions, recommendations for the current set up together with the best strategic route going forward

## **4 Corporate Considerations**

### **4.1 Consultation and Engagement**

- 4.1.1 It is not considered that the content of this report or the recommendations made will have a significant impact on any particular ward or community and as such no consultations have taken place with associated, relevant groups.
- 4.1.2 Representatives from Customer Services and ICT Services Leadership Team have been consulted regarding the proposed procurement.
- 4.1.3 The evaluation team was comprised of experienced officers from ICT Strategy & Architecture & Service Delivery Application Services, with the relevant experience to assess the technical, operational and commercial aspects of the submission. Procurement support and moderation was provided by the ICT Strategic Sourcing team

### **4.2 Equality and Diversity / Cohesion and Integration**

- 4.2.1 There are no Equality and Diversity / Cohesion and Integration Issues associated with this decision.

### **4.3 Council policies and City Priorities**

- 4.3.1 This supports the Best Council Plan by:
- Becoming a more efficient and enterprising council:
    - Getting services right first time and improving customer satisfaction
    - Improving how we are organised and making the best use of our assets
    - Creating flexibility and the right capacity and skills in our workforce
  - Supporting communities and tackling poverty – by providing accessible and integrated services.

#### **4.4 Resources and value for money**

- 4.4.1 An open non-EU competition was undertaken and Methods Consulting Ltd demonstrated best value, costs were in line with expectations and budget.

#### **4.5 Legal Implications, Access to Information and Call In**

- 4.5.1 The anticipated value of the contract is below the threshold at which the Public Contract Regulations apply.

- 4.5.4 This decision is not subject to Call in.

#### **4.6 Risk Management**

- 4.6.1 The procurement has been managed by the ICT Strategic Sourcing team.

### **5 Conclusions**

- 5.1 The procurement fits in with ICT Strategy, goals and business requirements.
- 5.2 The proposal from Methods Consulting was adjudged to represent the best proposal for both quality and cost.

### **6 Recommendations**

- 6.1 The Chief Information Officer is recommended to approve the award of contract for a Microsoft Strategic Review Consultancy Exercise to Methods Consulting Ltd.

### **7 Background documents<sup>1</sup>**

- 7.1 None.

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.