

# Procurement of partners to deliver additional IDS capacity

Date: 1 December 2021

Report of: Chief Digital and Information Officer

Report to: Director of Resources

Will the decision be open for call in?  Yes  No

Does the report contain confidential or exempt information?  Yes  No

## What is this report about?

### Including how it contributes to the city's and council's ambitions

- There is growing demand for Digital solutions and innovation to improve how the Council, CCG and the wider City operate, to deliver efficiencies and to transform the customer experience through delivery of intuitive and effective services.
- Coupled to this demand, we have a changing technology landscape away from on premise solutions and toward Cloud hosted platforms and services with a focus on mobility and device agnostic services.
- The internal IDS team do not have sufficient capacity and in some cases the specific skills needed, to meet demand. A series of procurements will be undertaken to appoint suppliers who will be used to supplement our capacity in delivering the portfolio of projects.
- Delivery of the portfolio of projects supports front line Council and CCG in delivering services.

## Recommendations

- a) The Director of Resources is recommended to give the authority to procure new contracts for IT suppliers to provide additional capacity and skills for the delivery of the IDS portfolio of work. The new contracts are due to commence from April 2022 for a period of 4 years.

### Why is the proposal being put forward?

- 1 There is growing demand for Digital solutions and innovation to improve how the Council, CCG and the wider City operate, to deliver efficiencies and to transform the customer experience through delivery of intuitive and effective services.
- 2 Coupled to this demand, we have a changing technology landscape away from on-premise solutions and toward Cloud hosted platforms and services with a focus on mobility and device agnostic services.
- 3 The internal IDS team do not have sufficient capacity and in some cases the specific skills needed, to meet demand. A procurement will be undertaken to appoint suppliers who will be used to supplement our capacity in delivering the portfolio of projects

#### Wards Affected:

Have ward members been consulted?       Yes       No

### What impact will this proposal have?

- 4 Approving the procurement of new supplier contracts will ensure access in a timely manner to sufficiently skilled IT resources who will support delivery of a range of Council and CCG projects each of which underpin delivery of frontline services to citizens.
- 5 The use of suppliers to augment our IDS resources will support rapid response to urgent projects and ensure ongoing access to resources who have skills in emerging technologies which will support the development of our own IDS workforce through knowledge transfer.

### What consultation and engagement has taken place?

- 6 Lead member, Trade Unions and staff have been advised of the planned procurements.

### What are the resource implications?

- 7 The appointed supplier(s) will provide additional capacity and skills to supplement the internal workforce team on delivery of projects or to undertake discrete pieces of work on behalf of IDS. Skills transfer from the supplier to the internal IDS workforce will be undertaken where required as part of delivery of the project.

### What are the legal implications?

- 8 The procurement will be conducted in accordance with the Public Contract Regulations 2015 and the Council's Contract Procedure Rules

### What are the key risks and how are they being managed?

- 9 The procurement must not overlap other existing contracts that the Council holds. This will be managed with support from PACS and the IDS Sourcing team.

### Does this proposal support the council's 3 Key Pillars?

Inclusive Growth       Health and Wellbeing       Climate Emergency

10 The additional capacity will be used in the delivery of projects which contribute to the 3 key pillars.

### **Options, timescales and measuring success**

#### **a) What other options were considered?**

11 Additional capacity could be sought through permanent recruitment and for some roles within IDS this is being undertaken however, permanent recruitment to meet all demand would result in more capacity than is needed at some times and does not give ongoing access to different and emerging technical skillsets.

#### **b) How will success be measured?**

12 Increased throughput of projects within the portfolio of work through use of a supplier.

13 Customer feedback on success of work completed by supplier.

14 Evidence of skills transfer and ability of IDS internal team to support new technologies.

#### **c) What is the timetable for implementation?**

15 The new contracts will be in place from April 2022.

### **Appendices**

16 EDCI

### **Background papers**

17 None