

Nottingham City Council Delegated Decision



Nottingham
City Council

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| Reference Number: | 2138 |
| Author: | Anne Clarke |
| Department: | Resources |
| Contact: | Luke Johnson (Job Title: IT Infrastructure Manager, Email: luke.johnson@nottinghamcity.gov.uk, Phone: 07971232070) |
| Subject: | VOIP, Local Area Network (LAN), Loxley LAN and Wireless Maintenance Contract |
| Total Value: | £540,000 (IT Revenue £105,000 , ITEF £435,000) (Type: Revenue) |
| Decision Being Taken: | <p>Authority to submit invitation to tender for a contract for the maintenance and support of network and telephony equipment for a period of two years pursuant to Contract Procedure Rule 5.1.1.</p> <p>The tender will be divided into two lots - the decision seeks to delegate authority to the Head of IT to award and enter into contract for each lot to different suppliers or to one supplier, in order to achieve the most economically advantageous tenderer.</p> |

Reasons for the Decision(s)

Nottingham City Council (NCC) has over five hundred network devices that allow the computers and telephones to function across the Council. A maintenance contract is vital to ensure that the IT Service can provide a reliable, high availability network service to colleagues and citizens.

Of the NCC IT network estate there are five maintenance and support contracts in place to maintain and support this equipment. The long term plan is to consolidate this down to a minimum number of different contracts to negotiate maximum discounts whilst maintaining the speciality of the support needed. This is a tactical step to align all these contracts with the longest running contract so that when it expired we can tender for the whole network and telephony support estate.

Companies that are network specialists may or may not be telephony specialists so the final tender that we would be working towards would be to go out for all of our devices split over two lots and scored on price and ability to provide support.

This maintenance and support covers :-

- The hardware to be replaced in case of hardware failure**
- Bug fixes and security updates to the software that runs on this hardware (essential for PSN compliance)**
- Access to Cisco Specialists in the event of fault escalation.**
- Advisory services relating to network issues and new technology trends that can be beneficial to the Council.**
- Guaranteed fault fix and response times.**

All of the above services were utilised in the resolution of the October network outage and in that instance we were without network for a working day. Without the support and maintenance it could have been up to two weeks to order, replace and fit the equipment.

Other Options Considered:

- 1. To do nothing. This option is discounted because this would mean either having to have a store of replacement spares in place to be able to fix any issues that may occur or risk having more downtime/ unavailability whilst replacement parts are sourced. The bug and security fixes are essential in maintaining security compliance. The cost of some of the premium equipment at the core of the network being around £250,000, it would be impractical to have a spare. Doing nothing would not be possible without exposure to security threats. A change to the business continuity objectives and a significant frequent investment in spare equipment.**
- 2. Maintain only expensive core equipment. Once the Council move to a position where we need either one or two contracts, the option of not covering low value quick to replace items and carrying stock could be explored.**

Background Papers:

None.

Published Works:

None.

Affected Wards:

Citywide

**Colleague / Councillor
Interests:**

Consultations: Those not consulted are not directly affected by the decision.

**Crime and Disorder
Implications:** There are no crime and disorder implications.

Equality: EIA not required. Reasons: The decision does not relate to new or changing policies, services or functions.

Decision Type: Portfolio Holder

Subject to Call In: Yes

Call In Expiry date: 26/08/2015

Advice Sought: Legal, Finance, Procurement, IT

Legal Advice: It is not considered that this gives rise to significant legal concerns.
It is subject to the Public Contracts Regulations 2015 which will need to be complied.
Legal is available to provide support. Advice provided by Brian Lewis Stewart (Solicitor) on 14/08/2015.

Finance Advice: The 2 year renewal of the contract will cost in total £540,000 and this will be funded: £105,000 from within current IT revenue budgets and £435,000 from the ITEF.
The IT efficiency fund currently has £1.787m uncommitted in 2015/16 and £3.609m uncommitted in 2016/17 and this amount can therefore be met from within the ITEF budget. It should be noted that the Head of IT is compiling a paper on the future use of the ITEF and how ongoing commitments will be managed. This would mean some reprofiling of the Fund but will not impact on the funding of this contract.
Advice provided by Susan Tytherleigh (Senior Finance Manager) on 12/08/2015.

Procurement Advice: A fully compliant competitive tendering process will be undertaken in accordance with Contract Procedure Rule 5.1.1 as agreed with Paul Ritchie - Category Manager.
Advice provided by John Watson (Category Manager) on 07/08/2015.

IT Advice:

The IT Service supports this proposal.
A significant number of Council services are dependent upon access to electronic systems, either with data and systems held on the Council's own systems or on remote systems accessed via Internet based services. Equipment maintenance contracts provide 'insurance' against failure of key pieces of equipment that are required to deliver Council services to citizens.
Advice provided by Paul J. Burrows (Strategy Manager) on 07/08/2015.

Signatures

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| Graham Chapman (PH for Resources and Neighbourhood Regeneration) |
| SIGNED and Dated: 19/08/2015 |
| Glen O'Connell (Acting Corporate Director of Resources) |
| SIGNED and Dated: 18/08/2015 |