

Nottingham City Council Delegated Decision



Nottingham
City Council

Reference Number:	2635
Author:	Anne Clarke
Department:	Resources
Contact:	Mark Smith (Job Title: Server Infrastructure Manager, Email: mark.smith@nottinghamcity.gov.uk, Phone: 01158763211)
Subject:	Support contract for 3 core technologies
Total Value:	£150,000 (Type: Revenue)
Decision Being Taken:	<p>(1) To approve commencing a procurement exercise for the provision of support and maintenance services for 3 years in respect of three of the core server technologies used by the Council namely, Microsoft, Citrix and VMware up to a maximum revenue payment of £50,000 per annum (maximum £150,000 in total to be contained within existing budgets).</p> <p>(2) To authorise the Head of IT to award and enter into a contract with the successful bidder.</p>
Reasons for the Decision(s)	<p>The recommendations are made following a 12 month trial scheme IT purchased in 2013. This trial has had sustained usage and been an effective method of obtaining support and maintenance for the above mentioned three core server technologies. These three core technologies are in use by the entire Council on a daily basis and should any critical event occur it is imperative that we have this level of support to escalate and provide a faster resolution to the business. This type of contract would also allow support, information and testing of new technologies to be formalised and reduce our consultancy time and costs.</p>

Other Options Considered:

Option 1 - Do nothing (REJECTED) - If we do not have an external vendor support contract in place for the majority of the core infrastructure, it is possible that there could be long delays experienced by the business whilst we find and implement resolutions or significant costs to get support on site for a day at rates of between £800-1200 per day. This is not therefore a viable option.

Option 2 - Tender for alternative solutions from Vendors directly (REJECTED) - Costs for support directly with vendors are high and would not provide the flexibility the type of contract we are seeking to use that allows remote support, on site support, shadowing sessions, etc. It is also envisaged that once we have costs for all of the technologies supported they would far exceed the costs for a unit based contract with a vendor partner that covers the estate. In addition, it would create multiple contact points for issues with potential for vendors to redirect faults between them and not assist in resolving the issue, having a single contact to take ownership is therefore also beneficial to us.

Background Papers:

Published Works:

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: Purchase of infrastructure software support not directly used by colleagues and citizens

Decision Type:

Portfolio Holder

Subject to Call In:

Yes

Call In Expiry date: 28/10/2016

Advice Sought: Legal, Finance, Procurement, IT

Legal Advice: This procurement gives rise to no significant legal concerns.
Legal will be able to assist the procurement process. Advice provided by Brian Lewis Stewart (Solicitor) on 18/10/2016.

Finance Advice: This DDM requests to spend £50k per year for 3 years on a support and maintenance contract for 3 core technologies. There is sufficient revenue budget to cover this expenditure. In line with NCC's Financial Regulations the department must follow the appropriate procurement procedures. Finance will continue to work with IT to ensure the contracts awarded present value for money for the authority.
Advice provided by Chanelle Poyser (Commercial Business Partner) on 06/10/2016.

Procurement Advice: The report author has already engaged with procurement to ensure compliance with the Council's financial regulations and contract procedure rules. A tender will be conducted in order to secure best value for the Council and the citizens it represents. On this basis there are no procurement concerns with the approach. Advice provided by Rosalie Parkin (Category Manager) on 05/10/2016.

IT Advice: The IT Service supports this proposal.
The Council has a high level of dependence on IT systems and the proposed arrangement will help to ensure that support is available for key technologies employed by the Council.
Advice provided by Paul J. Burrows (IT Change, Projects & Strategy Manager) on 04/10/2016.

Signatures
Graham Chapman (PH for Resources and Neighbourhood Regeneration)
SIGNED and Dated: 20/10/2016
Glen O'Connell (Corporate Director for Resilience)
SIGNED and Dated: 20/10/2016