

Nottingham City Council Delegated Decision



Nottingham
City Council

Reference Number:	3027
Author:	Anne Clarke
Department:	Strategy and Resources
Contact:	Simba Chirara (Job Title: Voice and Data Infrastructure Manager, Email: simba.chirara@nottinghamcity.gov.uk, Phone: 01158764688)
Subject:	VOIP, Local Area Network (LAN), Loxley LAN and Wireless 3 year Maintenance Contract with an Option to extend for a further 2 year period
Total Value:	£910,000 (Type: Capital and Revenue)
Decision Being Taken:	<p>1) Tender for contracts for the maintenance and support of network and telephony equipment for a period of three years, with an option to extend for a further two years period.</p> <p>The tender will be divided into lots. Lot 1 will be LAN/Wifi maintenance and Lot 2 will be VoIP maintenance. The decision seeks to delegate authority to the Head of IT to award and enter into contracts for each lot with different suppliers or to one supplier, in order to achieve the most economically advantageous contract.</p> <p>2) To go out to tender to purchase spare hardware equipment to enable some smaller equipment to be supported in house.</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 presently four maintenance and support contracts in place to maintain and support this equipment. We now wish to tender for these contracts and to consolidate these down to a minimum number of different contracts to negotiate maximum discounts whilst maintaining the speciality of the support needed.

We will seek costs to support our current equipment and costs for during the life of the contract.

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.**

We also wish to purchase some spare equipment to enable us to take some equipment off maintenance to achieve additional savings, any additional maintenance savings achieved will be paid back into the ITEF to cover the hardware costs. An additional project management resource will also be required whilst we manage the move across to this new contract.

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 for these. . 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.

Background Papers:

Published Works:

DDMF 2138 VOIP, Local Area Network (LAN), Loxley LAN and Wireless Maintenance Contract and DDMF 2996 , 6 month Extension VOIP, LAN, Wireless Contract.

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 maintenance not directly used by colleagues and citizens.

Major Implications for IT: Yes

Decision Type: Portfolio Holder

Subject to Call In: Yes

Call In Expiry date: 20/12/2017

Advice Sought: Legal, Finance, Procurement, IT

Legal Advice: Provided the Public Contracts Regulations are adhered to, legal consider that this procurement does not give rise to significant legal risks.

Legal are available to assist with the procurement. Advice provided by Brian Lewis Stewart (Solicitor) on 06/12/2017.

Finance Advice:

The total value of this decision is £910k. It is estimated that the new 5 year maintenance contract (3 year +1 +1) will cost £830k and the purchase of spare hardware equipment will cost £80k.

This cost will be met from existing provisions within IT revenue budgets (£830k) and the IT Efficiency Fund (£80k) and this element has been included within the ITEF forward plan.

The tendering process will seek to obtain value for money.

A saving as a result of improved contract management, has been agreed in the MTFP. The savings have been identified as £60k in 17/18 increasing to £120k in 18/19. The saving of £60k in this financial year is on target to be achieved

Advice provided by Hayley Mason (Strategic Finance Business Partner) - 01/12/17

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 Lauren Wheatcroft (Procurement Officer) on 28/11/2017.

IT Advice:

The IT Service supports the proposal made in this delegated decision.

Support for network technologies is currently contracted to an external body as being a more effective solution than providing services in house which would require additional staff and holding of surplus equipment to provide a responsive service. The Council is dependent upon the availability of the supported technologies to provide services to Citizens and enable working with partners.

Advice provided by Paul J. Burrows (IT Change, Projects & Strategy Manager) on 28/11/2017.

Signatures

Toby Neal (Portfolio Holder for Community & Customer Services)

SIGNED and Dated: 13/12/2017

Candida Brudenell (Corporate Director for Strategy and Resources)

SIGNED and Dated: 08/12/2017