LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: Cabinet Member for Finance and Reform, Cllr Rowan Ree

Date: 17/08/2023

Subject: Civic Campus Digital Infrastructure and Services Commissions – August 2023

Report author: Ramanand Ladva, Digital Services Programme Manager

Responsible Director: Nicola Ellis, Strategic Director of Chief Operating Officer, and Corporate Services

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SUMMARY

Digital Services are progressing works to commission technology services at the Civic Campus and a decision is required to ensure the appropriate technology (hardware, software, support, and delivery resources) are procured in a timely manner to keep abreast of these programme requirements over the next three years.

This report seeks approval to make the required awards across the above areas to enable and commission the works, equipment, and resources needed.

RECOMMENDATIONS

1. To note that Appendix 1 is not for publication on the basis that it contains information relating to the financial or business affairs of any particular person (including the authority holding that information) as set out in paragraph 3 of Schedule 12A of the Local Government Act 1972 (as amended).

2. Approve the procurement strategy for the awards set out in the recommendations below.

3. Approve a contract award to Network Utilities Limited for the delivery of network hardware, software, licenses and 3 year's support using the Crown Commercial Services framework agreement RM6100 – Technology Services 3 – Lot 1 – Technology Strategy and Service Design.

4. Approve a contract award to Khipu Networks Limited for the delivery of wi-fi and network security hardware, software, licenses, and support for 3 years using the NHS Shared Business Solutions framework related to Digital Workplace Solutions.

Wards Affected: None

| Our Values | Summary of how this report aligns to |

	the H&F Values
Building shared prosperity	The Civic Campus will be a new technological focal point for Hammersmith and Fulham and investing in cutting edge technology enhances how residents will use the campus.
Being ruthlessly financially efficient	Digital Services have negotiated best value pricing for new technology being installed at the Civic Campus.
Rising to the challenge of the climate and ecological emergency	New hardware is being bought from net carbon zero suppliers to minimise the councils' environmental contributions.

Financial Impact

The cost and funding implications are outlined in Appendix 1.

Legal Implications

The Council has the power to make these purchases as they enable it to carry out a range of its function.

These proposed awards are above the threshold for the Public Contracts Regulations 2015 (PCR) to apply. The three frameworks recommended in this report - Crown Commercial Services framework agreement RM6100 – Technology Services 3 – Lot 1 – Technology Strategy and Service Design, NHS Shared Business Solutions framework related to Digital Workplace Solutions and G-Cloud 13 were all subject to a competitive tendering process in accordance with the PCR. The Council is entitled to call-off contracts under these frameworks. All these frameworks allow for direct awards. The relevant provisions of the PCR are therefore being complied with.

These are high value contracts for the purposes of the Council's Contract Standing Orders. The use of a suitable third-party framework in accordance with its terms is a permitted method of procurement under the CSOs. The requirements of CSOs 18 and 19 are therefore being met.

The recommendations relate to a key decision under the Council's constitution. The relevant details therefore need to be included in the key decision list on the Council's website.

John Sharland, Senior solicitor (Contracts and procurement), 31st July 2023

Background Papers Used in Preparing This Report - None

BACKGROUND

1. H&F are building a new Civic Campus and the aspiration is to provide excellent office accommodation and IT user experiences for all visitors. To facilitate this, an extensive Digital infrastructure programme is being delivered to make sure all the required IT infrastructure and facilities are well provisioned and offer a fast, reliable, and secure service.

2. Several IT services will be consumed throughout the building including internet services, Wi-Fi, Facilities Management IT, Audio visual services, Smart Building services and many more types of technology. To commission these services, appropriate market analysis has been conducted and technical designs have been drawn up for the relevant service levels to be delivered.

3. Enabling internal infrastructure needs to be delivered so the hardware underpinning these technologies can be connected internally and externally to the internet and staff and visitors have appropriate internet connection options for work, council functions and leisure activities. To deliver internet services throughout the building the council need to install network switches, wi-fi access points and supporting network security devices as part of the building's IT infrastructure.

4. There are also numerous new technologies being provisioned like the Smart Building System, where the council do not have the in-house expertise to deliver the service and additional consultation support is needed to make sure the right type of technology is delivered, and we remain at the forefront of technology.

5. The Civic Campus programme team are also committed to make sure the building is "infrastructure ready" to accommodate any new technology or IT needs which may arise in the future. This includes delivering cabling, networking and wi-fi facilities with the flexibility to accommodate these as required.

DETAILED ANALYSIS

Proposals and Analysis of Options

6. It is recommended that the council makes an award to Network Utilities for the delivery of network switches and associated hardware given the lead times expected for delivery and the supplier's ability to offer best value pricing. Manufacturer lead times have varied between 3 – 9 months over the past year and, given the target dates being worked towards for building readiness, the switches need to be ordered and delivered in a timely manner, which Network Utilities can accommodate.

7. In addition, the supplier is aware of our existing network estate and can provide access to fast and valuable technical design knowledge and responsive and reliable support for 3 years whilst the new building is commissioned and temporary decant accommodation is closed.

8. Similarly, it is recommended that the council makes an award to Khipu Networks Limited for the delivery of wi-fi and network security hardware,

software, licenses, support, and expert technical resources to commission the technology. Khipu are an existing supplier and are aware of our existing technology estate and can provide valuable technical experience to deliver the best quality of service and on-going support for 3 years. The supplier is also able to offer great value pricing for the products and services the council needs whilst futureproofing our IT infrastructure in this area.

9. The council's internet consumption has and is still growing as staff work remotely and several applications and systems need to be accessed in various ways and from various locations to enable our hybrid way of working. In addition, internet usage will continue to increase as new Smart services and other "Internet of Things" initiatives are used on-site to help manage building facilities and capture valuable utilisation and environmental data. To enable design flexibility Digital Services have opted for an appropriately high specification of equipment to ensure current and future networking demands can be met.

10. Doing nothing is not recommended as the council need these products, support, and quality assurances to stand up IT services at the Civic Campus. Not having these technologies and consultancy support in place will considerably impede the staff and visitor experiences and the prevent the benefits of the programme being gained.

11. Delaying this decision is also not recommended given the lengthy lead times for the hardware under consideration. Waiting will put the success of the programme at risk and potentially prevent the building from opening on time. Furthermore, there is a greater financial risk of product prices increasing even more given the current state of the economy regarding high inflation and higher manufacturing costs.

12. Going to alternative suppliers has also been considered, however, it would be inefficient to engage new suppliers given market-price analysis with the industry supply chain indicates competitive pricing is already being achieved and the selected suppliers have existing background and knowledge on our programme of works, technical designs, and the council's existing digital and networking operations.

Reasons for Decision

13. The level of expenditure involved requires Cabinet Member level approval.

14. Infrastructure, hardware, and resourcing must be delivered to enable internet connectivity at the Civic Campus.

15. The council will need to make a commission to engage appropriate technical subject matter experts to stand up the building's IT infrastructure and services and provide on-going support.

16. The council need quality assurance to make sure the IT infrastructure delivered as part of the build contract is in line with industry standards and agreed technical designs and specifications.

Equality Implications

17. It is not anticipated that the approval of these proposals, as set out in the recommendations, will have any direct negative impact on any protected groups, under the Equality Act 2010.

Risk Management Implications

18. The report recommends approving the direct award of three contracts to support the delivery of the Civic Campus programme, through competitively procured frameworks, in line with the objective of being ruthlessly financially efficient. The contracts will ensure the building is "infrastructure ready" to accommodate any new technology or IT needs which may arise in the future.

David Hughes, Director of Audit, Fraud, Risk and Insurance, 7 August 2023

Climate and Ecological Emergency Implications

19. Network Utilities Limited and Khipu Networks Limited are hardware and software resellers and are committed to minimising the environmental impact of their services. The manufacturers of the hardware being purchased are also committed to the UK's net carbon zero goals and are offsetting the impact of their manufacturing processes.

20. The council is re-using all suitable technology within the wider corporate estate and buying new equipment only when there is a need and not enough stock internally to facilitate the request. Furthermore, IT networking equipment has a shelf-life and there is a time limit on support available for legacy models of equipment. This limits the re-use of some equipment and warrants a hardware refresh at certain intervals. Modernisation and technological enhancements also limit the re-use of legacy equipment with new technology.

21. The hardware provider Juniper has a carbon neutral target of 2025, with initiatives underway to reduce energy use, and to increase renewable energy supply on-site and through power purchase agreements. Juniper reports annually to Carbon Disclosure Project and states an aim to adopt 1.5°C-aligned targets by 2024.

22. All companies and personnel involved are also minimising the need to commute by using virtual collaboration platforms to meet. This reduces the level of transport required and the associated environmental impacts of this. Digital Services are also minimising deliveries and the transport of goods to be environmentally and logistically efficient.

Jim Cunningham, Climate Change Strategy and Policy Lead, 4th August 2023

IT implications

23. Digital Services supports the recommendations highlighted in this report to directly award the purchase of hardware, software, licenses, services, to Network Utilities Limited, Khipu Networks limited.

24. IM implications: If not already in place, a Data Privacy Impact Assessment (DPIA) should be carried out with all three suppliers to ensure that all the potential data protection risks around the technologies, licenses, services, and support are properly assessed with mitigating actions agreed and implemented.

25. If not already in place, an updated and valid (Cloud) Supplier Security Questionnaire(s) should be completed, to ensure that all the potential data protection and information security risks around the technologies, licenses, services, and support are properly assessed with mitigating actions agreed and implemented.

26. Any contracts arising from this report will need to include H&F's data protection and processing schedule and be compliant with UK Data Protection law.

27. The above suppliers will be expected to have Data Protection policies in place and all staff will be expected to have received Data Protection training.

Cinar Altun, Digital Strategy Lead, 31st July 2023

Local Economy and Added Social Value

28. The Legal implications above state that Social Value Policy is not provided for in these framework agreements.

Oliur Rahman, Assistant Director Economic Development, 8th August 2023

LIST OF APPENDICES

Exempt Appendix 1 – Financial impact