

London Borough of Hammersmith & Fulham

CABINET

5 SEPTEMBER 2016



ICT TRANSITION PHASE 4 – AUTHORITY TO NOVATE ICT CONTRACTS FROM HFBP TO THE COUNCIL AND OTHER PROVIDERS

Report of the Cabinet Member for Finance – Councillor Max Schmid

Open Report

A separate report on the exempt part of the Cabinet agenda provides exempt financial information.

Classification - For Decision

Key Decision: Yes

Wards Affected: All

Accountable Director: Ed Garcez, Chief Information Officer

Report Author:

Jackie Hudson, Transition Director,
shared ICT services

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1. EXECUTIVE SUMMARY

- 1.1. H&F Bridge Partnership Limited (HFBP), a joint venture company owned by Agilisys Limited and the Council, currently provides all ICT services to the Council. The HFBP service contract expires on 31 October 2016. HFBP holds and manages all of the Council's ICT contracts as sub-contracts under the HFBP services contract. These sub-contracts have a total annual value of around £2m. When the HFBP service contract expires it will become necessary for all these sub-contracts to (i) expire or be terminated (ii) be novated to the Council or (iii) be novated to a new service provider.

2. RECOMMENDATIONS

- 2.1 That the novation of the contracts listed in **Appendix 1** from H&F Bridge Partnership Limited to the Council be approved.
- 2.2 That the novation of the contracts listed in **Appendix 2** from H&F Bridge Partnership Limited to the service providers specified in that appendix be agreed.

3. REASONS FOR DECISION

- 3.1. The Council has business critical services, which it has to continue to provide following the end of the service contract with HFBP.
- 3.2. In order to assure those services, which are underpinned by a wide range of contracts from third party suppliers, the Council must make a decision on where the contracts are to be held and managed in future, because it has to both assure service and procure in line with the relevant procurement regulations.

4. PROPOSAL AND ISSUES

- 4.1. Since 1st November 2006, HFBP has procured all ICT services, hardware and software on behalf of the Council.
- 4.2. These contracts have been made directly between HFBP and the supplier. For contract law purposes, these are therefore sub-contracts.
- 4.3. The contracts list has been categorised into the following: departmental applications and corporate services which will be novated to the Council listed at **Appendix 1**; other service tower 1 to 4 contracts which will be novated to the relevant new service providers listed at **Appendix 2**.
- 4.4. Departments and Shared ICT services have now completed their procurement plans for applications (around 50 contracts in total) and other services.
- 4.5. As well as the contracts listed in the Appendices, it is also proposed to novate the Council's current print contract with Xerox. This contract was the subject of a separate paper to Cabinet in June 2016.
- 4.6. For the ICT contracts associated with the service towers 1 – 4, ie those the in-house shared ICT services will hold and manage from 1 November 2016, the lead project manager for each tower has made recommendations on the novation of those to suppliers for those towers as shown at **Appendix 2**.
- 4.7. The Council's CMO has now written to all the suppliers of the contracts above to indicate the Council's intention to novate the contracts either to the Council (departmental applications) or to other suppliers (service towers 1 to 4). Once novation of the contracts has been approved by Cabinet, Legal services can arrange for the novation agreements to be entered into to take effect from 1 November 2016.

5. RISK MANAGEMENT

- 5.1. Contract novations form part of the Council's Information and Communications Technology Transition mitigation plan. The approach seeks to ensure that, through planned novation, the risk of service interruption is reduced to as low as reasonably practicable and in line with management of risk 6, Business Resilience, on the Council's Shared Services risk register.

- 5.2. Changes post novation will need to be recognised on individual service departments own business continuity plans.
- 5.3. Risk Management implications verified by Michael Sloniowski, Shared Services Risk Manager – 0208 753 2587.

6. LEGAL IMPLICATIONS

- 6.1. Legal services have provided general advice to client departments on the extent to which the sub-contracts held by HFBP can be extended past the expiry of the HFBP service contract and subsequently novated to the Council or to a new service provider.
- 6.2. As set out in the exempt report on the exempt Cabinet agenda.
- 6.3. Implications completed by: Cath Tempest, Senior Solicitor (Contracts) telephone 020 8753 2774.

7. FINANCIAL IMPLICATIONS

- 7.1. Cabinet on 6th of July 2015 approved funding to implement the transition of ICT services to new suppliers. The transition costs in relation to cost of contract novation, at this point there are none envisaged, can be funded from that budget.
- 7.2. This has no impact on the overall saving target for 2017/18 of £4,700,000.
- 7.3. Verified by: Gary Ironmonger, Finance Manager, Revenue Monitoring, Finance. Telephone 020 8753 2109.

8. IMPLICATIONS FOR BUSINESS

- 8.1. Previous papers on the ICT procurement strategy and approach have dealt with the social value aspects of ICT procurement.
- 8.2. Verified by Antonia Hollingsworth, Principal Business Investment Officer, Economic Development Learning & Skills, Planning & Growth. Telephone 020 8753 1698

9. PROCUREMENT IMPLICATIONS

- 9.1. The Interim Head of Procurement agrees with the recommendations contained in the report and the analysis provided in the Legal Implications in section 6.
- 9.2. Where the total estimated value exceeds £100,000 Service Directors are required to prepared for the Cabinet's consideration individual procurement strategies and business cases for each tendering exercise in accordance with section 8 of the 2016 Contracts Standing Orders.

Verified by: Alan Parry, Interim Head of Procurement (Job-share).
Telephone 020 8753 2581.

10. CONSULTATION AND EQUALITY IMPLICATIONS

10.1. Not applicable.

11. IT STRATEGY IMPLICATIONS

11.1. The report is aligned with the current shared services ICT strategy and vision.

11.2. Verified by: Ed Garcez, CIO, 020 8753 2900.

LOCAL GOVERNMENT ACT 2000
LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
	None		

List of appendices:

Appendix 1 Contracts which will novate to the Council

Appendix 2 Contracts which will novate to other suppliers

Appendix 1 Contracts which will novate to the council

Dept.	Supplier Name	Description	Title of Application	Contract Start Date	Annual spend	Contract End Date
ASC and CHS	Servelec Corelogic	Frameworki Hosted Managed Service for Adults and Children's	Frameworki	01/01/2014	£330,241	16/01/2017
ASC	Servelec Abacus	Abacus Supporting People	Abacus Supporting People and Annual Support and Maintenance	01/01/2000	£20,640	31/01/2017
Children's	CACI	Pan London schools admissions	Impulse	01/11/2008	£2,237	31/01/2016
Children's	Ministry of Justice	CJSM is Criminal Justice Secure Mail	CJSM	01/11/2008	£0	
Children's	Open Objects	Family and Community Hub Directory	Family Hub	01/07/2009	£4,995	30/06/2016
Children's	Servelec Synergy	Tribal education Products	Tribal Education Modules Annual Support and Maintenance	17/12/2003	£46,188	30/04/2017
ELRS	Artifax Software Ltd	Online booking system	Online booking system (sports)	26/04/2002	£4,287	22/01/2017
ELRS	Trapeze	Fleetmaster	Fleetmaster	01/02/2011	£20,528	31/01/2017
ELRS	Whitespace	Power Suite Maintenance	Waste Manager	01/01/2011	£5,028	30/11/2016
Environment	IDOX Plc	Uniform hosted Service	Uniform	16/06/2014	£277,775	31/03/2017
Environment	Info Exchange	Accident Reporting system	Enable Infomatrix	01/11/2010	£2,917	31/10/2016
Environment	Limehouse Software	Collaborated Publisher licences, Hosting and Database load services for Local Development Framework (LDF) project	LDF Framework	18/06/2008	£9,793	31/12/2016
Environment	Metric Group	Autoslot Pay & Display management system	METRIC ASLAN	01/07/2007	£14,910	31/08/2016
Environment	Mindworks	Time recording	Mindworks (Procon)	28/07/2007	£4,500	31/12/2020

Dept.	Supplier Name	Description	Title of Application	Contract Start Date	Annual spend	Contract End Date
Environment	Pillar Software	Profess Support Fees - Site Licence	Profess & Time Manager	06/04/2006	£5,607	31/03/2017
Environment	Pitney Bowes	Support for Service Agreement JBB-251-026 for Confirm Modules and Licences CONF02037A, CONF04147A, CONF07019A, CONF07020A, CONF02038A & CONF0201A	Confirm Annual Support and Maintenance	21/12/2010	£61,597	20/12/2016
Environment	Resolution Data Management	Online submission of Building Control applications	Submit-a-Plan	01/11/2007	£1,598	15/01/2017
Environment	Snap	Snap Surveys	SNAP	01/05/2008	£785	31/03/2015
Environment	Symology	Insight Support	SYMOLOGY	31/03/2008	£8,429	31/03/2017
Environment	Tribal Technology Ltd	MIS EBS contract for ALSS	MIS EBS	14/12/2007	£64,923	29/02/2020
Environment	Zenco	CCTV Software	Parking Tickets CCTV	26/03/2012	£54,157	31/03/2017
FCS	Capita Business Services Ltd	Software Maintenance for Revenues Products	Academy Revenues and Benefits	24/09/2007	£134,152	31/03/2017
FCS	Computacenter (Uk) Ltd	Egress Standard Support and Maintenance for 1500 users	Egress Switch	01/08/2013	£5,400	31/07/2016
FCS	Delib	Website hosting	Citizens Space Local Support and Consultation	25/02/2014	£4,500	25/02/2017
FCS	Due North	Read only ProContract access	ProContract	16/07/2008	£6,000	30/09/2016
FCS	ESRI UK	ARC IMS PRODUCT	GIS ArcInfo ArcEditor ArcSDE ArcIMS ArcView ProTerritory	01/11/2007	£35,455	17/07/2016
FCS	Experian Ltd	Bank Wizard Licence	Revenues and Benefits	14/10/2008	£3,510	19/11/2016
FCS	Halarose	Eros AVantGuard	Eros	07/08/2009	£18,439	28/02/2017
FCS	iCasework Ltd	iCasework annual support and subscription	e-Forms, NonStopGov Annual Support	18/11/2009	£14,094	31/03/2017

Dept.	Supplier Name	Description	Title of Application	Contract Start Date	Annual spend	Contract End Date
FCS	Intec Public Sector	Incase Intelligence Licence and Support	Incase Intelligence	12/05/2003	£6,028	31/03/2016
FCS	Midland HR & Payroll Solutions	iTrent read only System	Trent	01/08/2015	£10,574	31/07/2020
FCS	Modern Mindset	Modern.Gov Maintenance	MODERNGOV	01/01/2009	£7,010	31/12/2016
FCS	Northgate	EDMS Records Management and GIMv"	EDMS	01/08/2010	£56,253	31/07/2016
FCS	Pillar Software	Profess Support Fees - Site Licence	Profess & Time Manager	06/04/2006	£5,607	31/03/2017
FCS	ROL Solutions	Govmetric Core Service	GovMetric	05/06/2009	£12,308	10/08/2016
FCS	Scan Coin	Support and maintenance of Payment Kiosk	Payment Kiosk	28/05/2010	£3,888	27/05/2017
FCS	Tricostar	Timebase Case Management System	Timebase	10/04/2013	£21,960	31/08/2016
FCS	VisionWare plc	Multi-Vue IDSVR 1st Server Licence Annual Support and Maintenance	Client Index Support and Maintenance	31/03/2007	£33,920	30/03/2017
FCS	Zipporah	Online Bookings	eBookings Generic, SMS and Kiosk	26/10/2010	£17,200	28/02/2017
Housing	Bentley	M & E Designers	Hevacomp	01/03/2007	£721	31/03/2017
Housing	CDPSoft Limited	CDP Sharp application known as PATHS Database	PATHS Database	01/11/2009	£10,900	31/10/2016
Housing	Electronic Business Systems Ltd	ReACT Annual Support and Maintenance	ReAct - case management anti-social behaviour	31/01/2013	£5,916	01/02/2017
Housing	Northgate	i-World Support and Maintenance	i-World Support and Maintenance	11/09/2002	£116,716	31/07/2016
ICT	BT	One Bill Acc No. VP10890270 & VP 72297470	Telephony lines - these are the overall accounts covering the majority of LBHF BT telephone lines (VP10890270) and private circuits (VP72297470)	01/03/2013	£390,445	31/03/2017
ICT	BTS Holdings	BTS Call logger	Call logger - logs calls either direct or via Openscape	01/03/2003	£3,429	31/12/2017

Dept.	Supplier Name	Description	Title of Application	Contract Start Date	Annual spend	Contract End Date
ICT	Level 3 Communications FibreSpan	Dark Fibre Network Annual Rental and Maintenance	Dark Fibre Network Annual Rental and Maintenance	18/06/2008	£35,541	31/12/2016
ICT	Netcall	IVR	Telecom Services - IVR	09/07/2014	£107,066	08/07/2017
ICT	Unify	Siemens Openscape + Software Assurance Contract 44033389	Siemens Openscape + Software Assurance	01/04/2011	£140,212	30/09/2016
ICT	Virgin Business Media	Private Circuit accounts	Private Circuits	various	£175,000	31/10/2016
ICT	Vodafone	Vodafone Mobile Billing	Mobile Phone Services	01/11/2015	£300,000	30/06/2016
Libraries	Bibliotheca	RFID Maintenance for Self Service Kiosks at Hammersmith Library and RFID equipment in Askew Road, Avonmore, Hammersmith, Fulham, and Shepherds Bush libraries.	RFID		£14,220	30/06/2019
Libraries	Insight Media	iCAM Booking system	iCAM	21/08/2009	£4,317	31/07/2016
ICT and Libraries	London Grid for Learning	LGFL Broadband Connection	People's Network	08/09/2009	£97,275	31/03/2017

Appendix 2 Contracts which will novate to other suppliers

Dept .	Service Tower	Supplier Name	Description	Title of Application	Contract Start Date	Annual spend	Contract End Date	Proposed new third party service provider
ICT	1	Agilisys Managed Services	MessageLabs	Antivirus and Image control	01/11/2012	£12,390	30/11/2015	BT
ICT	4	Colt Telephony	Call Charges	Voice Connect Rental & Telephony Call Usage: 1,000 parking meters, 200 analogue lines, 260 ISDN lines	08/12/2009	£300,000	31/12/2016	BT
ICT	1	Comparex	Antivirus Maintenance Renewal	AV Maintenance Renewal	01/11/2007	£28,000	30/09/2016	BT
ICT	1	Comparex / Agilisys Managed Services	ESET Antivirus for servers	Antivirus	01/11/2012	£28,000	Rolling	BT
ICT	4	Constant Power	Power Maintenance for Town Hall	Power Maintenance	10/10/2007	£2,410	17/09/2016	BT
ICT	1	Digital Pathways	Remote access licence and tokens	Remote access	01/12/2003	£23,912	30/11/2016	BT
ICT	1	MTI	Sophos Encryption Manager Licences and support	Encryption	01/10/2010	£5,740	20/03/2017	BT
ICT	1	MTI	Websense proxy security support	Websense	31/05/2014	£15,200	31/10/2016	BT
ICT	3	Oracle Corporation UK Ltd	Software Licence Support	Oracle Support and Maintenance	various	£63,884	26/03/2017	BT
ICT	4	TalkTalk (formerly Opal)	Parking Meters Call Charges	Telephony Call Usage	28/03/2007	£120,000	31/03/2017	BT
ICT	4	Vodafone	35 ADSL Broadband accounts for non-networked Council premises such as hostels	Home Broadband	01/01/2000	£8,050	31/03/2015	BT

Dept .	Service Tower	Supplier Name	Description	Title of Application	Contract Start Date	Annual spend	Contract End Date	Proposed new third party service provider
			and for specific officers etc.					