



To: Executive Councillor for Finance and Resources:  
Councillor Richard Robertson  
Report by: Strategic Director: David Edwards  
Relevant scrutiny committee: Strategy and Resources Scrutiny Committee  
23/01/2017  
Wards affected: All Wards

## **ICT PROVISION AT CAMBRIDGE CITY COUNCIL**

### **Key Decision**

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It is recommended that the Committee resolves to exclude the press and public during any discussion on the Exempt Appendix to the report by virtue of paragraphs 1,3 and 5 of Part 1 of Schedule 12A of the Local Government Act 1972.

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### **1. Executive summary**

- 1.1 Two suppliers currently deliver the Cambridge City Council ICT service. These suppliers are Northgate Public Services (NPS) and 3C ICT. The latter is part of the 3C Shared Service with South Cambridgeshire District Council and Huntingdonshire District Council.
- 1.2 An opportunity has arisen to undertake a contract variation to the NPS Contract and to move to a single supplier for delivery of all the ICT Services.
- 1.3 This report sets out the case to establish a single supplier for the management and delivery of the Cambridge City ICT Services, which would be the 3C ICT Shared Service, including the options that have been considered.

### **2. Recommendations**

The Executive Councillor is recommended:

- 2.1 To approve the variation of the NPS contract and undertake a managed transition of the ICT services that NPS currently provide to the 3C ICT Shared Service.

- 2.2 To agree the budget spend of £195,000 for transitioning the current service to the 3C ICT Shared Service. This cost can be met from existing ICT budgets.
- 2.3 To delegate to the Strategic Director, following consultation with the Executive Councillor and the Head of Legal Practice, to negotiate and finalise the transition with NPS and 3C ICT Shared Service.

### **3. Background**

- 3.1 ICT is a key element in delivering effective services for our residents, businesses, visitors and employees. It is vital that the service works well and that the Council can deliver the high level of services that our customers expect. ICT is also a key enabler for shared service delivery, providing services digitally, our accommodation strategy and delivering value for money.
- 3.2 The Information and Communications Technology (ICT) Services in Cambridge City are currently supported across two suppliers.
- 3.3 The current contract with Northgate Public Services (NPS) started in 2013 for a 5-year initial duration with expiry on the 30th June 2018. The service that is provided by NPS includes the ICT Service Desk and ICT User Support, ICT Network and Infrastructure Support as well as project support.
- 3.4 The 3C ICT service also provides support to the Council, which includes ICT Communications Support and ICT Strategy Formulation.
- 3.5 To further improve service performance and provide future economies of scale it is recommended to move to a single supplier, 3C ICT Shared Service, in 2017. Both NPS and the 3C ICT Shared Service are currently minded to agree the transition of NPS provided services to 3C ICT.
- 3.6 Having one supplier, accountable for the delivery of ICT products and services for Cambridge City will undoubtedly improve management of those services and for users of those services. Currently the fragmented support means at times it is unclear around accountability and there is some duplication of effort in areas of project and service management.
- 3.7 A move to a single supplier 3C ICT will give greater accountability and make it easier to govern and manage. A single supplier will also help with the strategic optimisation of the support for the ICT products and services required for all three authorities.

3.8 Several options for the delivery of the ICT Service had been considered, which are set out in the Exempt Appendix to this report.

### **Other background information.**

3.9 A joined up strategic approach to ICT service delivery is also required for the future provision of support for Cambridge City Councils ICT systems and functions, to provide economies of scale and to meet our changing operational environment. This includes face to face, telephone, and online ways of working and providing a variety of effective channels for residents, visitors and businesses to engage with the Council.

3.10 A much-needed hardware upgrade is underway. This will provide a private cloud solution enabling consolidation of the server room provision and provide greater resilience across the three Councils. Funding was agreed by the Executive Member in November 2016. This upgrade is being managed by 3C ICT and will meet the future needs of the 3C ICT service users, including Cambridge City Council and provide a firmer foundation for future service provision. This hardware will be supported by 3C ICT.

3.11 The project team has met to consider the initial business case and, subject to member agreement, comprehensive project management arrangements will be put in place including risk mitigation and control processes.

3.12 The Project Initiation Document has been developed and contains the basic information needed to correctly define and plan the successful delivery of the project.

3.13 It is recommended that there is a delegation to the Strategic Director to finalise the transition should recommendations 1 and 2 be agreed.

## **4. Implications**

### **(a) Financial Implications**

The costs of transitioning from NPS to 3C ICT include funding a project manager, business analyst and a transition manager. These posts are essential to ensure a smooth transition of the service and the costs would need to be incurred in the future at some stage. Budgeted costs for the planned timeline are £195,000.

A small revenue saving of £50,000 per annum has been calculated for the delivery of the new service.

Further financial details are set out in the Exempt Appendix.

**(b) Staffing Implications**

Staffing implications are set out in the Exempt Appendix.

**(c) Equality and Poverty Implications**

Use of the Equalities Impact Assessment document has not identified any direct impact on residents or communities. There is also unlikely to be any differential impact on staff in any of the equalities groups. TUPE Regulations will be followed for any staff where they apply.

**(d) Environmental Implications**

Use of the climate change rating tool has identified that there are no environmental implications arising from this report.

**(e) Procurement**

Transition of the NPS contract to 3C ICT would effectively bring the services in-house and therefore would not be a procurement exercise. A contract variation agreement would be negotiated between NPS and the City Council.

**(f) Consultation and communication**

Communication will be via the Project Group and a communications plan will be delivered and managed by the Project Manager.

**(g) Community Safety**

There are no implications as a result of this report

**5. Background papers**

Background papers are included as part of the Exempt Appendix.

**6. Appendices**

Exempt information

**7. Inspection of papers**

If you have a query on the report please contact:

Author's Name: David Edwards  
Author's Phone Number: 01223 457325  
Author's Email: David.Edwards@cambridge.gov.uk