

Report to	Resources and Performance Committee
Date	24 November 2011
By	Director of Corporate Services
Title of Report	Update on ICT Strategy Development and Outsourcing Procurement
Purpose of Report	To update on the progress and position of the ICT Outsourcing process and the development of an ICT Strategy.

Recommendation: The Committee is recommended to

- 1) note the contents of the report and**
 - 2) approve the governance arrangements for the procurement process as indicated.**
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1. Introduction

- 1.1 The South Downs National Park Authority (SDNPA), like any other professional organisation, requires an ICT Strategy that will support the overall aims and objectives of the SDNPA and provide a roadmap for future use of ICT. This ICT Strategy also needs to align with the overall Government ICT Strategy and needs to meet the needs of the SDNPA Business Strategy.
- 1.2 The SDNPA current ICT provision is delivered through an outsourced supplier. It has previously been agreed by Resources and Performance Committee that the Authority would pursue an EU tender process for the future provision of ICT services to the Authority. This process has begun and the initial stage, requests for expression of interest, started on the 28 October 2011. Thus far we have had over 30 requests for the Prequalification Questionnaire (PQQ).
- 1.3 The next stage of the process is to issue an Invitation To Tender (ITT) to the interested and qualifying parties. The ITT is yet to be finalised and is awaiting feedback from the departments as to their requirements for technology. This will be returned by the end of November so that the ITT can be completed and be ready to issue on 23 December 2011.

2. ICT Strategy Update

- 2.1 The SDNPA recognises the need to prepare a strategy outlining its ICT needs in the coming years and how these may be met.
- 2.2 The strategy must consider:
 - SDNPA strategic goals and objectives
 - What benefits ICT brings to the organisation
 - Statutory requirements
 - Link to other strategies such as the Communications Strategy
- 2.3 To be able to establish an appropriate ICT strategy it is imperative that requirements are identified based on the following criteria:
 - Staff usage
 - Business functions - HR, Member Services, Communications, Operations etc.
 - Systems - office services, GIS, Internet, Planning etc
 - Public access and engagement

- Infrastructure
- Accommodation and location
- Members access
- ICT spend
- Future use of technology

2.4 The development of the ICT Strategy has been ongoing and is in its early stages. The reasons for this are the urgency around establishing the outsource procurement process and associated scoring, establishing a stronger relationship with Hampshire County Council (HCC) to resolve ongoing ICT issues and the need to align the ICT strategy with the business strategy. The project to secure a permanent headquarters at Capron House will also have a bearing on the development of the organisation and its associated ICT needs.

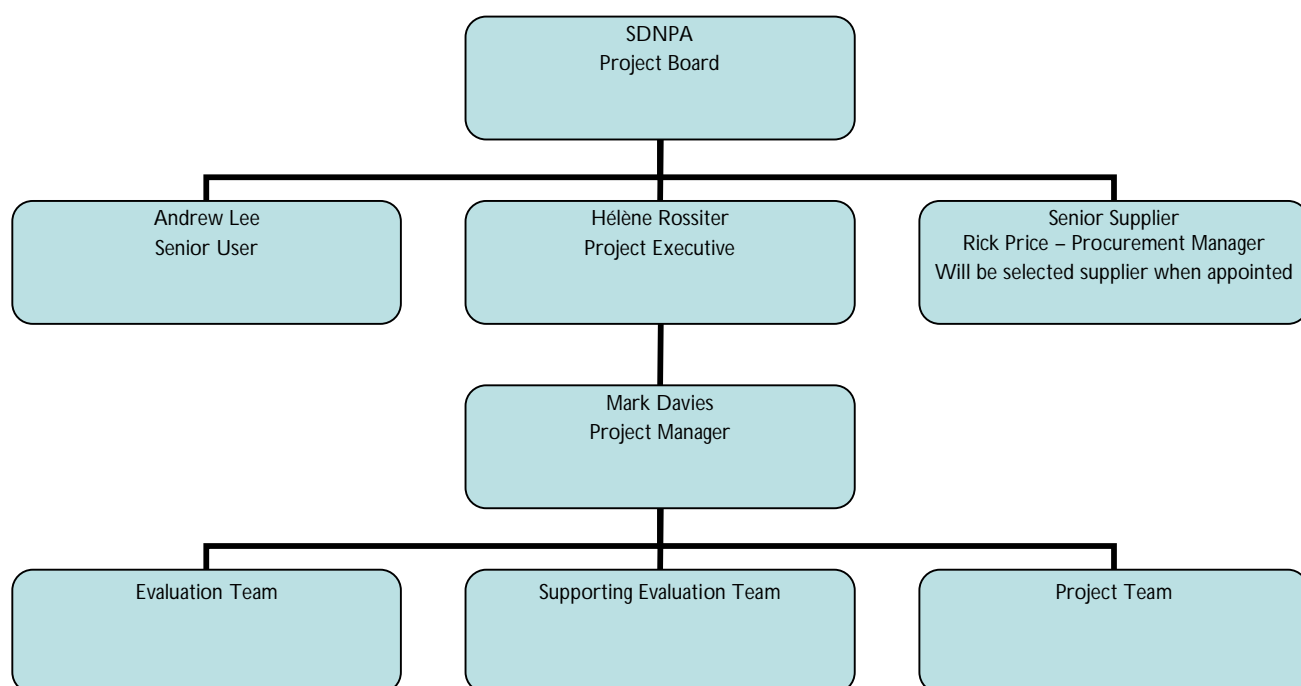
2.5 Work has already begun on capturing staff requirements in order to feed into the ICT Strategy development. Further work here is anticipated to be required, however feedback on the procurement documentation by staff involved in the tender process will assist in capturing these requirements.

3 Outsourcing Procurement Update

3.1 Key updates in the procurement process for a new ICT outsource provider are:

- All departments visited and requirements discussion ongoing
- Task and Finish Group established with Members
- Final report from Task and Finish Group presented to Resources and Performance Committee
- Approval given to proceed with outsourcing procurement for Hybrid Option
- Procurement timetable produced and revised (as shown in section 5)
- Information for PQQ and ITT drafted and circulated for review by departments
- Evaluation panel identified and evaluation criteria produced
- Evaluation scoring grid drafted
- European Notice issued
- PQQ completed
- Potential exit requirements discussed with HCC
- PQQ issued to 30+ potential suppliers so far
- New Project Board established

3.2 Project governance for this project has been established, with the project being run under PRINCE 2 standards. The project board is currently comprised of the following roles:



- 3.3 The Project Board will meet monthly (or as required depending on stage in the procurement process) to review progress, planned activities, risks, issues and resources. The Project Board will provide periodic updates to the Resources and Performance Committee.
- 3.4 The board will be supported by the Evaluation Team and Supporting Evaluation Team, until a supplier is appointed and the transition work programmed. This work will then be taken forward by a project team made up from staff at SDNPA, HCC and new supplier (if not HCC).
- 3.5 The Evaluation Team and Support Evaluation Team are made up of the following staff:

Evaluation Team (ET)	Supporting Evaluation Team (SET)
ICT Manager	ICT Technician – covering technical and service requirements
Procurement Manager	Research and Evidence Officer - covering GIS requirements
Business Representative	Estates Manager – covering premises and SHE requirements
	Finance representative – covering financial requirements
	Business and Performance Manager – covering governance, compliance, quality, and standards requirements
	Communications Manager – covering web and new media requirements
	Planning Service Development Lead - covering business requirements
	TBC from Partnerships – covering business requirements
	Area Manager, South Downs Way Officer, Volunteer Co-ordinator - area offices in particular – covering business requirements

- 3.6 Suppliers will be scored at a number of different stages of the procurement process:
- PQQ Response
 - ITT Response
 - Supplier Site Visits
 - Reference Site Visits
 - Clarification Questions
 - Final Presentations
- 3.7 A scoring grid will be compiled for each of these stages and a final recommendation report produced. The final decision on selected supplier will be made following receipt of the recommendation report and final presentations from shortlisted suppliers.
- 3.8 The table below describes which areas of the process each team will support, evaluate and score.

Evaluation Stage	Strategic Review Team (SRT)	Evaluation Team (ET)	Supporting Evaluation Team (SET)
PQQ Response		✓	
ITT Response		✓	✓
Supplier Site Visits		✓	
Reference Site Visits		✓	
Clarification Questions		✓	✓
Presentations	✓	✓	
Contract Award Recommendation Report		✓	✓
Final Decision on Award	✓		

4 Timeline for Outsource and ICT Strategy Development

- 4.1 The following table shows the timeline for the ICT Strategy development and the ICT Outsource process.

Date	Detail
Sept 11	Draft strategy produced as part of ICT ITT development and Members Task and Finish Group work
28/10/11	EU notice issued requesting for expression of interest.
9/12/11	Prequalification Questionnaires (PQQ) returned and scored
23/12/11	Invitation To Tender (ITT) issued to short list
23/12/11	New Interim ICT Manager to continue with ICT Strategy development
23/12/11-28/02/12	Site visits, reference site visits and clarifications
Feb 2012	Permanent ICT Manager commences (dependent on successful recruitment)
16/02/12	ITT's returned to SDNPA and scored

28/02/12	Final presentations by suppliers.
5/03/12 – 16/03/12	Alcatel Standstill Period (mandatory 10 days)
26/03/12	Commencement of new contract
31/03/12	End of HCC Contract and start of Transition Period

5 Resources

- 5.1 Resources used on this process include the ICT Manager, Procurement Manager and during the scoring process some senior stakeholders and business representatives.

6 Risk management

- 6.1 Any identified risks are being managed and mitigated as part of the project governance process.

7 Human Rights, Equalities, Health and Safety

- 7.1 There are no implications arising from this report

8 External Consultees

- 8.1 None.

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Appendices	None
SDNPA Consultees	Director of Corporate Services, Chief Executive Officer, Director of Strategy and Partnerships, Director of Planning, Head of Operations, Monitoring Officer, Chief Finance Officer and Deputy Chief Finance Officer
Background Documents	None