

Report to Corporate Director for Organisational Development and Democratic Services

Subject: Contract to supply ICT support to East Midlands Councils

Date: 29 March 2017

Author: Service Manager for Customer Services and Communications

Wards Affected

Borough-wide.

Purpose

This report seeks approval to enter into a new contract in respect of the supply of IT Support Services by Gedling Borough Council to East Midlands Councils (EMC).

Key Decision

This is not a Key Decision.

Background

- 1 Long standing and mutually beneficial arrangements have been in place between the Council and East Midlands Council in respect of the provision of IT Support Services. The service has been continually adapted to align with the business needs of EMC.

Proposal

2. EMC has confirmed that there are no plans for any enhancements to their core IT infrastructure arrangements during 2017/18. A one year IT Support Contract is therefore proposed to include:
 - Resolution of day to day help desk requests primarily to be provided remotely by the Council. (It is anticipated that EMC will raise approximately 100 help desk requests during the Contract period)
 - Two full day visits to site (July and October) to deal with non-urgent matters that cannot be delivered remotely and to cover any service management matters.

- In scope support will include routine support for the infrastructure and desktop hardware, Security patching and, on site attendance (if required) to rectify 'system down' situations
- In the event that EMC required any 'out of scope' services charges would be agreed prior to commencement unless it is necessary to react immediately in which case essential works will be conducted and agreement on charges would follow.
- Out of scope examples include complete office re-location, major enhancements of the deployment, major disaster, for example loss of building denial of services (however caused)

Alternative Options

- 3 The Council could decide not to provide this Services to EMC, in which case the current arrangement would end on the 31 March 2017.

Financial Implications

- 4 The charge for the service is £6,000. Appropriate insurance arrangements will be made, the authority will not be put at risk from any bad debts, the contract would not be subsidised by the authority, and IT Services have the appropriate expertise to undertake the contract and the contract will not impact adversely upon the services provided for the authority.

Appendices

- 5 None.

Background Papers

- 6 None identified

Recommendation(s)

THAT approval is given to allow Officers to enter into a new contract in respect of the provision of IT Support Services to East Midlands Councils for a period of 1 year from 1 April 2017, with the option to extend the term by mutual agreement.

Reasons for Recommendations

- 7 It is recommended that the arrangements should continue and that the details of this new contract are agreed because the current arrangements with EMC have:
- Added value for EMC as they have no in house IT Support capacity
 - Provided valuable research and development opportunities
 - Enhanced partnership working between the Council and EMC
 - Provided an income stream for the Council