

Agenda Item No.4

**DERBYSHIRE COUNTY COUNCIL
CABINET MEMBER FOR COUNCIL SERVICES**

1 August 2016

Report of the Strategic Director Corporate Resources

Email, Internet and Related Services

1 Purpose of Report

To seek approval to procure advisory services relating to the replacement of the Council's current email and internet services contract.

2 Information and Analysis

Fujitsu Ltd. provide all the Council's primary email facilities, using a "Cloud" based solution hosted in two of their datacentres, and a large number of internet and remote access related services through a fully managed external service contract.

On 26 July 2016, Cabinet agreed to extend the existing contract with Fujitsu Ltd. until October 2017.

The range of email and internet related services provided under the existing contract is extensive and the various components must integrate closely in order to provide a fully resilient 24/7 service. The key components, identified below, are used to support all council departments and their use has now become critical to the daily operation of many services:-

- Email over 10,000 email accounts are currently in use and will need to be migrated to an alternative solution
- Push email to mobile phones
- Instant messaging
- Email anti-virus and spam filtering
- Diverse internet feeds and associated ISP services which provides access to all the Council's websites
- Internet content, anti-virus and malware filtering
- Firewall management services

- Virtual Private Network access (a secure clientless portal for Council users and partners) and web application publishing
- Two Factor Authentication for 3,500 users including use by Derbyshire Schools to access the SAP system
- SMS text, email to text conversion

In addition, to support an increasingly mobile workforce the Council will require a solution to remotely manage and ensure the secure use of a wide range of portable ICT devices using Microsoft, Apple and Android operating systems. These portable devices will be used to access e-mail and internet services and it is proposed that the creation of this new mobile device management service will be included in the options to be developed.

To replace all the services provided under the existing contract with Fujitsu Ltd will require a large and complex programme of work. There are a number of options available to provide email services. Each one has differing costs, benefits and associated risks. The potential synergy with the standard desktop applications also needs to be explored. The replacement internet solution must provide secure remote access to Council back office systems by Members, employees, schools, partners and suppliers. This is a particularly technically complex area of the programme.

In order to identify the options available to the Council an internal project team has been created. Whilst every effort will be made to ensure a smooth transition to the new service, there may be a high risk of disruption to Council operations during the migration period. Therefore, although the project team contains highly skilled and experienced employees they will need to be supported by external expertise due to the technical complexity of the solutions to be replaced and the current market knowledge required.

It is, therefore, proposed to engage specialist external support to provide the project team with access to expert professional advice using Crown Commercial Services Consulting framework RM1502.

The advice required by the Council will predominately relate to:-

- The options available to replace the existing services;
- The development of a solution which will meet the Council's requirements and offer best value for money;
- Reviewing the Council's approach to procuring and implementing the recommended option;
- Minimising service disruption during the implementation and transition phases.

3 Financial Considerations

It is proposed to allocate £100,000, from the change management reserve and award a call off contract to allow flexibility in its use. This will ensure that the Council is not contractually committed to spend the full funding allocation, only drawing down support as and when required.

4 Human Resources Considerations

Once the new email and internet service solutions have been identified an extensive programme of user training will need to be developed.

5 Social Value Considerations

In considering the award of this contract, work will be undertaken during the lifetime of the contract with the successful supplier, where appropriate, to capture and deliver social value initiatives.

6 Legal Considerations

The Financial Regulations states that where a non-DCC Framework is to be used, and the value of the services in question is below the OJEU threshold of £164,176, it is for the Cabinet Member to decide whether to approve the procurement, and for the Strategic Director to award the call-off from that non-DCC Framework.

7 Other Considerations

In preparing this report the relevance of the following factors has been considered: Human Rights, equality of opportunity, health, environmental, transport, property and crime and disorder considerations.

8 Key Decision?

No.

9 Is it necessary to waive the call-in period?

No.

10 Officer's Recommendation

- i. That approval is given under the Financial Regulations to undertake a procurement exercise using the Crown Commercial Services Consulting Framework RM1502 to engage advisory services relating

to the replacement of the Council's current email and internet facilities as described in this report.

- ii. That approval to call-off under the Framework and award the contract is delegated to the Strategic Director Corporate Resources.
- iii. That further reports will be considered by the Cabinet Member for Council Services and Cabinet in due course.

Judith Greenhalgh
Strategic Director Corporate Resources