

**REPORT OF THE SERVICE DIRECTOR – GOVERNANCE, CUSTOMERS
AND EMPLOYEES****BUSINESS MANAGEMENT SYSTEM (BMS) – CONTRACT AWARD FOR 2ND
LINE SUPPORT PARTNER AS PART OF THE REVIEW OF EXTERNAL
SUPPORT ARRANGEMENTS FOR THE COUNCIL'S BMS****Purpose of the Report**

1. To seek approval from Members to revise the approach to second line support arrangements for the Council's Business Management System to deliver additional savings effective during 2018/2019.

Information**Background**

2. Nottinghamshire County Council implemented an integrated HR, Finance and Procurement system from one of the leading providers of such systems, SAP, in November 2011. This is known as the Council's Business Management System (BMS).
3. The Council's implementation partner was CGI, formerly known as Logica. CGI have provided second line support since the system went live. The current contract expires at the end of September 2018.
4. After nearly 7 years of operation BMS is now operating in a mature state. All BMS modules operated by the Council have been regularly upgraded in accordance with the supplier's requirements and are supported until 2025 or beyond.
5. When the Council implemented BMS, support was provided through a standard 3 tier support model which was provided by a combination of external partners and internal support teams.

External partners provide:

- a. Third line system maintenance. This relates to major, high priority, business critical issues.
- b. Second line support and maintenance and resolves any issues as part of a "break/fix" contract.

Internal support provides:

- c. First line support such as user access queries, password resets, configuration changes etc. through the BSC Competency Centre and the Council's ICT service.
6. Given the level of system maturity and in-house technical expertise which has developed since implementation, an end to end review has been undertaken to review the support model as a route to deliver future savings, ensuring the continued provision of the best possible value for money and improving the overall support arrangements whilst effectively managing risk and without comprising the available system functionality.

End to End review of support arrangements

7. Phase 1 of the review resulted in an alternative third line support partner being appointed. Rimini Street were selected to deliver this service via the G Cloud framework and the contract commenced in January 2018. This new contract provides the Authority with a bespoke support model tailored uniquely to how the Council has implemented the system and provides greater flexibility. Service level agreements are a key component of the new contract and enable the Council to more effectively manage the contract and hold Rimini Street to account if required. This was not possible with the previous supplier.
8. The move to Rimini Street has enabled the BSC to re-scope the requirements of the contract for second line support as phase 2 of the review.
9. The BSC, supported by Corporate Procurement, undertook soft market testing via the Crown Commercial Services framework to identify the potential options open to the Council. A number of suppliers expressed an interest in receiving more information about the scope of the potential contract. From this 5 suppliers were invited to present their proposals. Two suppliers ultimately submitted a bid for the contract. Following review and scoring of the tenders CGI were appointed as the preferred supplier at a reduced cost from the previous contract.
10. The savings delivered from the re-scoped end to end support contracts have ensured that the BSC has fully delivered its savings target of £314,000 for 2018/19.

Other Options Considered

11. The soft market testing exercise enabled the BSC to consider a range of second line support arrangements and through the evaluation of bids to determine the most appropriate level of quality, cost and best fit with the organisations requirements. This reflects the move to Rimini Street and the maturity of the Council's BMS system and in house support team's expertise.
12. The appointment of CGI also enables the continuity of the existing second line support arrangements which began over 7 years ago.

Reasons for Recommendation

13. BMS has been live for nearly 7 years and is now operating in a mature state. The timing of the end to end review was appropriate given the level of maturity and the stable state of the system. The appointment of Rimini Street as the third line support partner in December 2017 and the appointment of CGI to provide second line support have enabled the BSC to deliver its savings target of £314,000 for the financial year 2018-2019.

Statutory and Policy Implications

14. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Data Protection and Information Governance

15. The recommendations in the report do not directly impact on how employee, customer and vendor data is held or processed.

Financial Implications

16. The review of both the end to end support arrangements for BMS delivers the savings of £314,000 required for 2018/19.

Human Resources Implications

17. There are no human resources implications arising from this reports as the proposed changes set out in the report relate to system support provided by external partners. Trade Union colleagues have no comments on the report as it does not directly impact on Council employees.

RECOMMENDATION

- 1) It is recommended that Members agree to the revised system support arrangements as set out in the report to deliver a total of £314,000 savings with effect from 1 April 2018 through the end to end review of BMS support arrangements.

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Constitutional Comments (KK 12/09/18)

18. The proposal in this report is within the remit of the Personnel Committee.

Financial Comments (SES 12/09/18)

19. The financial implications are set out in paragraph 16 of the report.

HR Comments (GME 17/09/18)

20. The Human Resources implications are detailed in paragraph 17 of the report. The ability to achieve the savings target identified in paragraph 13 through effective procurement ensures that staffing levels are maintained for 2018-2019.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- None

Electoral Division(s) and Member(s) Affected

- All