



OFFICE OF THE POLICE & CRIME COMMISSIONER FOR THAMES VALLEY

REQUEST FOR DECISION – PCC 2018 / 005

Title: Software Solutions Provider

Thames Valley Police and Hampshire Constabulary (TVPHC) have in the past used Specialist Computer Centre (SCC) as a route to market via the Health Trust Europe COMIT framework for individual software renewals using the direct award option available under the framework.

This report recommends a formal award to SCC as software solutions provider for a 2 year period rather than on the current individual contract basis using the direct award under the Health Trust Europe framework as the most economically advantageous supplier. This will allow a more coordinated and strategic approach particularly to software contract renewals and help to more effectively control, manage, plan and optimise the renewal of software packages. The 2 year period will further allow ICT and ICT Procurement to write up a specification for software contract renewals and use a 12 month sample for the due diligence process. The competition would take 2-3 months to be completed and agree go live date.

Where it is felt appropriate e.g. where a contract for new software is required, a mini competition under the framework can be used to establish the most economically advantageous route to market.

Once the Force Rationalisation Board has completed its task and the ICT Renewals Team has an updated and a more complete portfolio of all software contracts, a strategic review of business requirements including the opportunity to tender for a Software Asset Management (SAM) partner should be considered before implementing a procurement strategy in this area.

Full details are provided in Annex 1.

Recommendation:

The Police and Crime Commissioner is invited to agree the award of contract in respect of the Software Solutions Provider to Specialist Computer Centre (SCC) using the Information Communication Technology (ICT) Solutions framework lot 2 from Health Trust Europe.

This is the main contractual vehicle for the renewal of software contracts. The total value of these contracts is estimated to be approximately £15m over the 2 year project period. Of this £15m only 1.5% i.e. £225,000 is directly attributable to SCC; the other 98.5% will go to the software suppliers.

To be clear, this is an access agreement rather than a full commitment to use SCC in every case as our Software solutions provider

Where it is felt appropriate (e.g. when contracting for new software or software consultancy is required) a further mini competition under the framework can be used to establish the most economically advantageous route to market.

Police and Crime Commissioner

I hereby approve the recommendation above.

Signature



Date 29.5.18

PART 1 – NON-CONFIDENTIAL

1 Introduction and Background

- 1.1 Thames Valley Police and Hampshire Constabulary (TVPHC) have over 300 software contracts for a range of different IT requirements. These are under review at the moment by the Force Rationalisation Board with a view to reducing numbers (where agreed with IT). This will also be impacted by the Contact Management Platform (CMP) programme
- 1.2 Currently we use SCC for many of the renewals of existing software, on an individual basis, using the direct award facility of the Health Trust Europe COMIT framework as a route to market. The contracts are done on a "pass through" basis with SCC adding a 1.5% on cost for administration to suppliers cost of the software (reduced from 2.5%) – Health Trust Europe (HTE) add a further 1% which is in-line with the market for Framework providers such as Crown Commercial Services (CCS).
- 1.3 The recommendation is to direct award to SCC using the (ICT) Solutions framework lot 2 from Health Trust Europe.
- 1.4 The benefits of formalising this current arrangement are twofold; renewals automation and multi-contract management.
- 1.5 Full details are provided in Annex 1

2 Issues for Consideration

- 2.1 This is an access agreement rather than a full commitment to use SCC in every case as our software solutions provider.

3 Financial Comments

- 3.1 The total value of these contracts over the 2 year contract period is estimated to be £15m, of which 98.5% (£14.775m) will go to the software suppliers and 1.5% (£0.225m) will go to SCC.

4 Legal Comments

- 4.1 The contract is let in accordance with Financial Regulations with the route to market being the direct award option of the Information Communication Technology (ICT) Solutions framework lot 2 from Health Trust Europe. The framework agreement was publicly advertised in the Official Journal of the European Union (2015/S 022-035317) on 31st January 2015. There are no TUPE implications.

5 Equality Comments

- 5.1 No specific comments

6 Background Papers

- 6.1 Not applicable.

Public Access to Information

Information in this form is subject to the Freedom of Information Act 2000 (FOIA) and other legislation. Part 1 of this form will be made available on the website within 1 working day of approval. Any facts and advice that should not be automatically available on request should not be included in Part 1 but instead on a separate Part 2 form. Deferment of publication is only applicable where release before that date would compromise the implementation of the decision being approved.

Is the publication of this form to be deferred? No

**If yes, for what reason?
Until what date?**

Is there a Part 2 form? No

ORIGINATING OFFICER DECLARATION (as appropriate):

	Officer	Date reviewed
Head of Procurement	Richard Fowles	5.3.18
Legal Advice	Lisa Sammons	5.3.18
Financial Advice	Linda Waters	8.3.18

OFFICER'S APPROVAL

We have been consulted about the proposal and confirm that financial and legal advice have been taken into account in the preparation of this report.

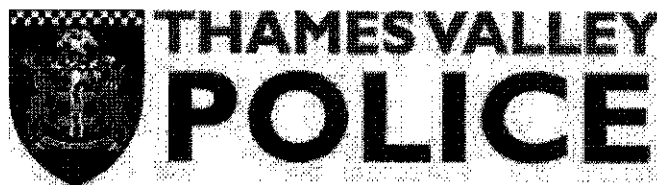
We are satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner.


Chief Executive

Date 22/3/18


Chief Finance Officer

22/3/18
Date



Procurement Services

Gateway B: Procurement Outcome Report Software Solutions Provider

Contract Award (and POR) Sign-Off Sheet

By approving this document the Procurement Governance Board confirms acceptance of the detail contained within this document, approval to proceed with contract award, implementation and realisation of the benefits.
In the case of a Procurement which results in a new contract (or extension) the document replaces the previous award paper, and has a section for the relevant sign-offs below.

Contract Title:	Software Solutions Provider
Procurement Governance Board Approval Date (as minuted)	08/03/2018

Recommendations

The Police and Crime Commissioner (Chief Finance Officer and Director of Finance) are invited to agree the award of contract in respect of the Software Solutions Provider to Specialist Computer Centre (SCC) using the Information Communication Technology (ICT) Solutions framework lot 2 from Health Trust Europe.

This is the main contractual vehicle for the renewal of software contracts
The total value of these contracts are estimated to be approximately £15m over the 2 year project period. Of this £15m only 1.5% i.e. £225,000 is directly attributable to SCC, the other 98.5% will go to the software suppliers.
To be clear, this is an access agreement rather than a full commitment to use SCC in every case as our Software solutions provider

Where it is felt appropriate e.g. when contracting for new software or software consultancy is required, a further mini competition under the framework can be used to establish the most economically advantageous route to market.
e.g. the mini competition option under Comit was used for Citrix consultancy saving £100k

Contract Award Sign-Off:

In addition to approval by the Procurement Governance Board, the below sign-offs are also required prior to the award of any new contract:

Competitive Process Approval Level	Single Tender Approval Level	Reviewer	1st Approver	2nd Approver
> £1m	> £50k	HoP	Director of Finance	OPCC or PCC
OJEU Level - £1m	£25k - £50k	DoF (if not approver)	Head of Procurement	OPCC or CFO or DoF
£100k - OJEU Level	£10k - £25k	N/A	Procurement Mgr	Head of Procurement
£50k-£100k	N/A	N/A	Procurement Mgr	N/A
£0k-£50k	N/A	N/A	S&CM Specialist or P2P	N/A

Please fill in the below table with the appropriate sign-offs as detailed above.

Approval Role	Name	Job Title	Signature and Sign-Off Date
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Reviewer:	Richard Fowles	Head of Procurement	21/3/18
First Approver:	Linda Waters	Director of Finance	
Second Approver:	Anthony Stansfeld	Police and Crime Commissioner	

Executive Summary

TVPHC have used SCC as a route to market via the Health Trust Europe COMIT framework for individual software renewals using the direct award option available under the framework.

This POR recommends formal award to SCC as software solutions provider for a 2 year period rather than on the current individual contract basis using the direct award under the Health Trust Europe framework as the most economically advantageous supplier. This will allow a more coordinated and strategic approach particularly to software contract renewals and help to more effectively control, manage, plan and optimise the renewal of software packages. The 2 year period will further allow ICT and ICT Procurement to write up a specification for software contract renewals and use a 12 month sample for the due diligence process. The competition would take 2/3 months to be completed and agree go live date.

Where it is felt appropriate eg where a contract for new software is required, a mini competition under the framework can be used to establish the most economically advantageous route to market.

Once the Rationalisation Board has completed its task and the Renewals Team has an updated and a more complete portfolio of all software contracts, a strategic review of business requirements including the opportunity to tender for a Software Asset Management partner should be considered before implementing a procurement strategy in this area.

Procurement Governance Board Submission Record

Project Stage	Date Approved by PGB
<input type="checkbox"/> PLD	
<input checked="" type="checkbox"/> POR	
<input type="checkbox"/> CMR	

Summary of Benefits

Cashable Savings:	1% Reduction in on cost total approximately £150,000. Further cashable savings will be documented separately as they arise on renewals or license optimisation e.g. Citrix license review
Non-Cashable Savings:	Support in license optimisation
Other Benefits:	Improved management renewals,
Total Savings as a % of baseline spend:	%

Please store the signed off Gateway documents together to maintain an audit trail throughout the project.

Gateway C

Procurement Outcome Report (POR)

The purpose of this document is to outline the recommended describe the outcomes of the Project previously approved by the Procurement Governance Board at PLD stage. This Procurement Outcome Report presents the recommended solution and outlines the benefits this will deliver to TVP and implementation requirements to secure delivery and key tasks needed to measure the achievement of the benefits.

By approving this document the Procurement Governance Board confirms acceptance of the detail contained within this document, approval to proceed with contract award, implementation and realisation of the benefits.

Please note, this document replaces the Contract Award Paper.

Please update the information previously provided to the Board as applicable.

The below sign-off acts as confirmation from the main stakeholders that they have been consulted in the completion of this document, including acceptance that the recommendation meets business requirements, was compliant to EU Procurement Regulations and provides the most economically advantageous solution for TVP

Role	Name/Job Title	Signature and Sign-Off Date
Project Sponsor		
Procurement Business Partner	Dino Tsagris	28.02.2018
Procurement Lead	Mandy McClean	28.02.2018
Head of Unit	Richard Fowles	05.03.2018
TVP Finance		
Legal		

Public access to information

Information in this POR is subject to the Freedom of Information Act 2000 (FOIA) and other legislation. Part 1 of this form will be made available on the website within 1 working day of approval. Any facts and advice that should not be automatically available on request should not be included in Part 1 but instead on a separate Part 2 form. Deferment of publication is only applicable where release before that date would compromise the implementation of the decision being approved.

Is the publication of this form to be deferred? yes/no

If yes, for what reason? E.g. Alcatel period

Until what date?

Part 1 – For publication on Intranet Site

Proposed Supplier (s)	Specialist Computer Centre (SCC)
Planned Contract Start Date	2/4/18
Contract Durations (months)	24 months
Contract Extensions Available (months)	N/A
Total Contract Value (over full contract period including extension options)	Approx £15m of which an estimated £225,000 over 2 years (1.5%) is "pass through" costs for SCC

Project Savings	
Baseline Spend (highlight any changes to information provided in PID/PLD)	
Savings Enabled: <i>Detail at High, Low and Expected level if the savings are likely to be variable e.g. based on demand.</i> <i>Include Annual & Total Contract Savings</i>	<p>Please complete the POR Savings Analysis using the Project Governance Worksheet Final figure should be referenced from there and the completed template presented as part of the POR proposal.</p> <p>Cashable: Non-Cashable: Total:</p>
Savings Start Date	
Savings Types (based on Savings Definitions in Savings Analysis Worksheet)	

Scope and Requirements
<p><i>Copy these from previous gateway documents and highlight any changes</i></p> <p>TVPHC have over 300 software contracts for a range of different IT requirements. These are under review at the moment by the Rationalisation Board with a view to reducing numbers (where agreed with IT). This will also be impacted by the CMP programme</p> <p>Currently we use SCC for many of the renewals of existing software, on an individual basis, using the direct award facility of the Health Trust Europe COMIT framework as a route to market. The contracts are done on a pass through basis with SCC adding a 1.5% on cost for administration to suppliers cost of the software (reduced from 2.5%) – HTE add a further 1% which is in line with the market for Framework providers such as Crown Commercial Services (CCS).</p> <p>The recommendation is to direct award to SCC using the Information Communication Technology (ICT) Solutions framework lot 2 from Health Trust Europe.</p> <p>BENEFITS The benefits of formalising this current arrangement are:</p> <p>Renewal Automation By leveraging SCC Software asset Management's (SAM) flexible and powerful automated software contract renewal management, TVPHC will be able to effectively manage recurring contracts for</p>

both on premise and subscription based software licenses. SCCSAM enables customers to automatically generate renewal reminders based on a pre-defined window, such as 90 days or 120 days before contract expiration. This ensures that renewals are handled in a timely fashion and opportunities for optimisation aren't missed. It also streamlines workflow and reduces time, expense and risk.

- Automate renewals through a flexible and proven technology that tracks software contracts and minimises renewal revenue
- SCC can provide a service that not only satisfies any software renewals (including any support contracts) requirements TVP has, but ensures that the renewal is placed at the correct time avoiding reinstatement fees and also serving notice on unwanted renewals in a timely fashion
- The provision of their SCCSAM portal that will manage the collation and reporting of all software procurement including the renewal dates is included within the Service for as long as the Service is live
- Proactive Vendor contract entitlement and renewals management

Multi-Contract Management

One of the many issues around renewals is managing the multiple transactions that typically occur with a similar vendor over the course of a year. Some of these may be one-time transactions, while others are annual contract renewals for true-ups, product and module licenses, or support and maintenance entitlements.

SCCSAM simplifies this process by allowing the convergence of multiple vendor transactions into a single contract renewal portal. At the same time, multi-contract support provides for additional flexibility when it may not be appropriate to co-terminate all items under a single contract. This streamlined approach helps ensure maximum efficiency during the renewal process.

SCC as the reseller adds additional value for TVPHC-

- SCC currently have a considerable history of our current portfolio where sometimes we have gaps, although our Renewals Team will allow us to manage this more consistently and independently in the future.
- Often SCC has more power to negotiate better terms with a supplier than TVP would as an individual force as it handles "pass through" contracts for many other public bodies.
- SCC provide a partial Software Asset Management service and are Strategic Vendors to Tier 1 suppliers used by TVPHC. They have an enterprise level of functionality and a very broad and deep portfolio of products available. These Vendors are primarily deployed across the client estate, but have a significant presence within datacentres and are business critical to the operation of TVPHC.

Examples of a Tier 1 Vendor used by TVPHC include,:

- Adobe
- Citrix
- IBM
- Microsoft
- Oracle
- SAP
- Symantec (now a singular vendor)

- Veritas (now split from Symantec)
- VMware

SCC give technical advice on Licensing and on optimum deployment which has resulted in savings to TVP – e.g. SCC worked with IT to review our Citrix licensing and by agreeing a realistic level of concurrency of usage with IT and a best practice application for architecture delivery resulted in a reduction of required licences from 2602 to 1200 and savings to TVPHC of £206,204 (see attached savings benefit form)

- The direct award on the framework is a recognised route to market

Summary of Approach

Provide overview of approach and outline any changes to approach previously agreed

The summary of approach is a direct award to SCC using the facility available under the Health Trust Europe COMIT Framework. This is a continuation of our current approach but formalises our arrangements.

Achievement of project objectives

Describe extent to which the original objectives have been achieved

This is the most economically advantageous arrangement for a software solutions reseller to TVPHC at the current moment.

Legal Comments

The contract is let in accordance with Financial regulations with the route to market being the direct award option of the Information Communication Technology (ICT) Solutions framework lot 2 from Health Trust Europe. The framework agreement was publicly advertised in the Official Journal of the European Union (2015/S 022-035317) on 31st January 2015. There are no TUPE implications.

Project Benefits

Detail all financial and non-financial benefits delivered by the project

- Significantly reduced administration on renewals- otherwise we would need individual relationships with over 300 suppliers. Often SCC has more power with a supplier than TVPHC would as an individual force as it handles “pass through” contracts for many other public bodies.

SCC as the reseller adds value-

- We receive reminders of renewals – SCC have a considerable history of our current portfolio, although our new renewals administration will allow us to manage this more consistently.
- SCC provide a partial SAM service at no extra cost giving technical advice on Licensing and on optimum deployment which has resulted in savings to TVPHC –eg SCC worked with IT to review our Citrix licensing and by agreeing a realistic level of concurrency of usage with

IT and a best practice application for architecture delivery resulted in a reduction of required licences from 2602 to 1200 and savings to TVPHC of £206,204 (see attached savings benefit form)

- The direct award on the framework is a recognised route to market

Financial Implications

Detail any budgetary constraints and any financial implications of the new arrangement

There are no extra financial impacts for the new arrangements

Equality Comments

Summary of Diversity Impact Assessment

No impact