Glasgow City Council

Contracts and Property Committee

Report by Director of Legal and Administration

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The Provision of ICT Advisory Services Framework Agreement

Tender Reference :- GCC006201CPU

Purpose of Report:

To submit details of the tenders received for the provision of ICT advisory services framework agreement (framework) and recommend acceptance of the most economically advantageous tenders as detailed in this report.

Recommendations:

The Contracts and Property Committee is requested to approve the award of a framework for the provision of ICT advisory services and to appoint the consultancies as detailed in the table 2.4 of the report.

Ward No(s): Xxxxxxxx   Citywide: ✓

Local member(s) advised: Yes ☐ No ☐   consulted: Yes ☐ No ☐

1 Background and Tender

1.1 Glasgow City Council's ("the council's") annual anticipated spend for the provision of ICT advisory services £2,000,000.

1.2 In 2021, the Future of Digital and ICT Services (FICT) project was established to examine potential future models for the delivery of Digital and ICT services and, through development of a series of Business Cases, to identify and appraise the options available. On 28 September 2023, the City Administration Committee approved the preferred option i.e., implementation of a multi-source model with an in-house service integration and management (SIAM) function, referred to as the Road to Multi-Source Strategy (R2MS).

1.3 The first of these procurements was Network Services which was approved by the Contracts and Property Committee at its meeting 23 May 2024. Work is continuing to meet the requirements of R2MS and to provide advisory services to assist with the ICT service delivery model.

1.4 A commodity team consisting of stakeholders from Digital Services and Corporate Procurement Unit (CPU) was formed to develop the sourcing strategy and deliver a new framework.

1.5 As part of the sourcing strategy developed, the framework was split into four (4) distinct lots, for which a single supplier was sought for appointment to each. The lots are as follows:

Lot	Description
1	Cyber Security Advisory Services
2	Digital Advisory Services – Enterprise Systems
3	Digital Advisory Services – Digital Services
4	Digital Advisory Services – Connected Services

1.6 The consultancy appointed to Lot 1 of the framework will work with the council's Digital Services section and provide the council with expert cyber specialist skills to provide independent assurance of cyber security activities including compliance reviews and providing an independent review of security controls.

1.7 The consultancy appointed to Lot 2 will provide specialist advice on future software solutions that support the back-office operations of the council. These key systems support areas such as finance, payroll and social care.

1.8 The consultancy appointed to Lot 3, Digital Services, will provide specialist advice on technologies which transform processes and the way in which business is conducted, such as online citizen engagement and mobile applications which streamline and improve service delivery.

1.9 The consultancy appointed to Lot 4, Connected Services, will provide advice on the use of Artificial Intelligence, Internet of things (IoT) and Big Data. The council already makes practical use of these technologies in areas such as Intelligent Street Lighting and Smart Infrastructure and uses Big Data analytics when analysing patterns and trends for traffic management and waste collection.

1.10 This is a demand led agreement and there is therefore no guarantee of any level of business arising from the framework, however it is anticipated that there will be requirements that will be identified throughout the duration that will require services from each of the identified services set out in Table 1.5.

1.11 It was agreed that an open tender process would be the most appropriate method to deliver the framework . The opportunity was advertised via UK Find a Tender Service and Public Contracts Scotland.

1.12 The duration of the framework is for a period of 2 years, with an option to extend for up to an additional 24 months.

1.13 The framework will primarily be utilised by Digital Services.

2 Evaluation

2.1 22 consultancies submitted a bid for at least one of the four lots. 1 consultancy submitted an incomplete tender and could not therefore be considered and 12 failed the minimum 60% pre-selection score threshold relating to Technical and Professional Ability . 1 consultancy failed the Financial and Economic Standing pre-selection requirements and therefore was not taken forward to the award evaluation stage.

2.2 Several suppliers bid for more than one lot. Details of the number of bids received, and the number of bids evaluated per lot, is shown in the table below:

Lot	Description	Number of Bids	Passed Pre-selection and Evaluated
1	Cyber Security Advisory Services	13	9
2	Digital Advisory Services – Enterprise Systems	7	4
3	Digital Advisory Services – Digital Services	6	3
4	Digital Advisory Services – Connected Services	5	3

2.3 The award evaluation was based on the following criteria and weightings:-

Lot	Price	Quality	Quality Sub Criteria
1	30%	70%	Mobilisation 5%

			Service Delivery and Approach – Scope of Services 30%
			Service Delivery and Approach – Multiple Projects 5%
			Resourcing the Framework Agreement 15%
			Relationship Management 10%
			Fair Work First (including the Real Living Wage) 5%
2	30%	70%	Mobilisation 5%
			Service Delivery and Approach – Scope of Services 10%
			Service Delivery and Approach – Multiple Projects 5%
			Resourcing the Framework Agreement 10%
			Relationship Management 10%
			Technical Approach – Enterprise Systems 12.5%
			Technical Approach – Rationalisation and Consolidation 12.5%
			Fair Work First (including the Real Living Wage) 5%
3	30%	70%	Mobilisation 5%
			Service Delivery and Approach – Scope of Services 10%
			Service Delivery and Approach – Multiple Projects 5%
			Resourcing the Framework Agreement 10%
			Relationship Management 10%
			Technical Approach – Digital Services 12.5%
			Technical Approach – Improving Citizens' Digital Experience 12.5%
			Fair Work First (including the Real Living Wage) 5%
4	30%	70%	Mobilisation 5%
			Service Delivery and Approach – Scope of Services 10%
			Service Delivery and Approach – Multiple Projects 5%
			Resourcing the Framework Agreement 10%
			Relationship Management 10%
			Technical Approach – Connected Services 12.5%
			Technical Approach – Developing Digital Connected Services 12.5%
			Fair Work First (including the Real Living Wage) 5%

2.4 The evaluation of award scoring and award evaluation value of the consultancies which have been recommended for award, within each respective lot, is shown in the table below:-

Lot	Description	Supplier	Companies House Number	Total Evaluation Score
*1	Cyber Security Advisory Services	Dionach Ltd	03908168	88.15
2	Digital Advisory Services – Enterprise Systems	Step5 Consult Ltd	07164595	87.00
3	Digital Advisory Services – Digital Services	Waracle Limited	SC325433	96.10
4	Digital Advisory Services – Connected Services	Intelligens Consulting Ltd	SC556082	94.50

*As part of the evaluation of lot 1, due to the nature of the services, bidders were advised as part of the tender process that whilst they are able to bid for all lots, lot 1 would be evaluated first and if recommended for award on lot 1 those bidders would be removed from the evaluation of the other 3 lots. This was not applied due to the consultancy recommended for award, only bidding for lot 1.

A summary of the unsuccessful tender evaluation results can be found at Appendix A.

3   Contract implementation and Supplier Management

3.1 The outcome of our Contract Management Assessment Tool (CMAT) has deemed this framework to be categorised as a medium. The appointed framework consultancies will be monitored in line with contract and supplier management process which includes tracking the suppliers' performance against the key performance indicators and working collaboratively to identify opportunities of improvement and innovation.

3.2 Digital Services will monitor the appointed consultancy's day to day operational performance. The CPU will undertake the overall framework management.

3.3   The agreed community benefits outcomes commitments will be monitored via Cenefits which is a web based monitoring tool. We will also capture sustainable commitments within the CPU Sustainable Register.

4   Policy and Resource Implications

Resource Implications:

Financial: The estimated framework value, over the 48 months maximum duration, is approximately £8,000,000.

As set out in paragraph 1.10, there is no guarantee of any level of business arising from the framework. The call off contracts will be awarded based on the schedule of rates which are fixed for the duration of the framework and the appointed consultancy's proposal.

Any spending will be met by Digital Service's revenue budget.

Legal: The report raises no new legal issues.

The Director of Legal and Administration will be responsible for concluding the framework.

Personnel: No direct personnel implications.

Procurement: An Open tender process as detailed in paragraph Section 1.11.

Council Strategic Plan: The framework supports Grand Challenge 4, Enable staff to deliver essential services in a sustainable, innovative and efficient way for our communities.

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2021-25   Yes - the Sustainable Procurement Duty requires that before a contracting authority buys anything, it must think about how it can improve the social, environmental and economic wellbeing of the area in which it operates, with a particular focus on reducing inequality.

What are the potential equality impacts as a result of this report?	An EQIA was not required for this contract as there is no impact.
Please highlight if the policy/proposal will help address socio economic disadvantage.	Fair Work First was included as part of the award criteria with a weighting of 5%.

The suppliers recommended for appointment to the framework Fair Work First tender submissions are set out in Appendix B.

Community Benefits were included as a mandatory requirement of the tender. These are based on spend thresholds being realised throughout the duration of the framework and are set out in Appendix C.

Each consultancy has submitted a proposal aligned to the council's community benefits menu that will be referenced as a baseline when thresholds are met.

The proposal may supports various outcomes of the council's Equality Outcomes 2021 to 2025. However, this is dependent on the nature of the advisory work carried out. |
Climate Impacts: *Does the proposal support any Climate Plan actions? Please specify:*	Yes, Recommendation 51 - the new City Development Plan presents a vision for a low carbon city that can guide the development of proposals and planning decisions that help our city respond to the climate challenge.
What are the potential climate impacts as a result of this proposal?	Digital services and projects will be supported through the Advisory Services provided under this framework. These may include supporting the reduction of energy consumption through new technology.
Will the proposal contribute to Glasgow's net zero carbon target?	Carbon reduction action is supported via the Open Tender process pre-selection process which required bidders to provide their Carbon Management Plans.
Privacy and Data Protection impacts:	As data protection implications may differ based on project called off throughout the duration, a DPIA shall be progressed by Digital Services for each requirement under the framework.

5   Recommendations

The Contracts and Property Committee is requested to approve the award of a framework agreement for the provision of ICT advisory services and to appoint the consultancies as detailed in table 2.4 of the report.

Appendix A – Unsuccessful Consultancies

Lot	Description	Consultancy	Total Evaluation Score	Rank
1	Cyber Security Advisory Services	ITC Global (UK) Limited trading as Marlink	87	2
1	Cyber Security Advisory Services	4C Strategies Limited	76.02	3
1	Cyber Security Advisory Services	3B Data Security Ltd	74.22	4
1	Cyber Security Advisory Services	TMC3 Limited	72.21	5
1	Cyber Security Advisory Services	Ruptura InfoSecurity Limited	71.98	6
1	Cyber Security Advisory Services	Reply Ltd	67.92	7
1	Cyber Security Advisory Services	Guidehouse Europe Limited	66.25	8
1	Cyber Security Advisory Services	BDO LLP	62.13	9

Lot	Description	Consultancy	Total Evaluation Score	Rank
2	Digital Advisory Services – Enterprise Systems	VE3 Global Ltd	86	2
2	Digital Advisory Services – Enterprise Systems	Deloitte LLP	78.44	3
2	Digital Advisory Services – Enterprise Systems	Reply Ltd	70.95	4

Lot	Description	Consultancy	Total Evaluation Score	Rank
3	Digital Advisory Services – Digital Services	VE3 Global Ltd	87.50	2
3	Digital Advisory Services – Digital Services	Deloitte LLP	79.99	3

Lot	Description	Consultancy	Total Evaluation Score	Rank
4	Digital Advisory Services – Connected Services	Deloitte LLP	79.76	2
4	Digital Advisory Services – Connected Services	FarrPoint Limited	74.33	3

Appendix B Fair Work First Outcomes

Tenderer	Employee Voice	Investment in Workforce Development	No Zero Hours	Gender Pay Gap / Inclusive Workplace	Pay Real Living Wage	Flexible & Family Friendly	Oppose Fire & Re-Hire
Dionach Ltd	✓	✓	✓	✓	✓	✓	✓
Step5 Consult Ltd	✓	✓	✓	✓	✓	✓	✓
Waracle Limited	✓	✓	✓	✓	✓	✓	✓
Intellegens Consulting Ltd	✓	✓	✓	✓	✓	✓	✓

Note: The above information is based on the supplier's tender submission and may not be fully reflective of its Fair Work First policies.

Appendix C - Mandatory Community Benefits

Thresholds

Threshold 1 5 Points	Threshold 2 15 Points	Threshold 3 25 Points	Threshold 4 50 Points	Threshold 5 70 Points
£50,000 to £100,000	£100,001 to £250,000	£250,001 to £500,000	£500,001 to £1,000,000	£1,000,001 to £2,000,000

Bidders must select community benefits points to the value of 70 in total (Bidder should note that this is all based on spend detailed being achieved during the contract period)

			Threshold 1 – £50,000 up to £100,000 –upon reaching this threshold the supplier must provide 5 points of CB.	Threshold 2 - £100,001 to £250,000 upon reaching this threshold the supplier must provide additional 10 points of CB.	Threshold 3 - £250,001 to £500,000 upon reaching this threshold the supplier must provide additional 10 points of CB.	Threshold 4 - £500,001 to £1,000,000 upon reaching this threshold the supplier must provide additional 25 points of CB.	Threshold 5 - £1,000,001 to £2,000,000 upon reaching this threshold the supplier must provide additional 20 points of CB.

Recruitment & Employment

Outcome Ref No	Outcome	Community Benefit Points Value	Outcomes Offered (Quantity)	Outcomes Offered (Quantity)	Outcomes Offered (Quantity)	Outcomes Offered (Quantity)	Outcomes Offered (Quantity)
EMP01	New Employee - Full Time Job (from Priority Group)	30					
EMP02	New Employee - Full Time Job (non Priority Group)	20					
EMP03	New Employee - Part Time Job (from Priority Group)	15					
EMP04	Apprentice New Start - Full Time (from Priority Group)	20					
EMP05	Apprentice New Start - Part Time (from Priority Group)	15					
EMP06	New Entrant Graduate - Full Time (from Priority Group)	10					
EMP07	New Entrant Graduate - Part Time (from Priority Group)	5					
EMP08	Apprentice Transferred - Full Time	10					
EMP09	Apprentice Transferred - Part Time	5					

Skills & Training

Outcome Ref No	Outcome	Community Benefit Points Value	Outcomes Offered (Quantity)	Outcomes Offered (Quantity)	Outcomes Offered (Quantity)	Outcomes Offered (Quantity)	Outcomes Offered (Quantity)
SKL01	MCR Pathways 1-2-1 Mentoring Programme (or equivalent Programme)	25					
SKL02	School Mentoring or Enterprise Programme	10					
SKL03	Work Experience Placement - Foundation Apprenticeship	15					
SKL04	Taster Sessions (Council or Delivery Partner Programmes)	5					
SKL05	Work Experience Placement - School	5					
SKL06	Work Experience Placement - Non School	5					
SKL07	Career Event	5					
SKL08	Workplace Visit	5					

Supply Chain Development

Outcome Ref No	Outcome	Community Benefit Points Value	Outcomes Offered (Quantity)	Outcomes Offered (Quantity)	Outcomes Offered (Quantity)	Outcomes Offered (Quantity)	Outcomes Offered (Quantity)
CHN01	Supply Chain Briefings	10					
CHN02	Business Mentoring	10					

Community Engagement

Outcome Ref No	Outcome	Community Benefit Points Value	Outcomes Offered (Quantity)	Outcomes Offered (Quantity)	Outcomes Offered (Quantity)	Outcomes Offered (Quantity)	Outcomes Offered (Quantity)
COM01	Community Engagement - Financial Support (minimum £1k)	5					
COM02	Community Engagement - Non-Financial Support (min. 5 hrs)	5					