
CGI CONTRACT PERFORMANCE

Report by Director Finance and Corporate Governance

MAJOR CONTRACTS GOVERNANCE GROUP

23 November 2021

1 PURPOSE AND SUMMARY

- 1.1 **This report presents key information with respect to the CGI contract for the third Quarter to the end of September 2021. It provides elected members with key information on the governance of the contract, updated information on the transformation programme being delivered with CGI, key performance information with respect to the service delivery. With reference to a change agreed by members at the September meeting, the report is now considered largely in public with only those aspects of the Contract considered to be commercially confidential now to be considered in private session. This report is designed to be read in conjunction with the appended slide presentation(s), which provide further detailed information on the contract.**

2 RECOMMENDATIONS

- 2.1 **It is recommended that the Major Contracts Governance Group**
- a) Review this report and the associated slide deck and seek clarification from Officers or CGI Representatives on any of the issues identified; and,**
 - b) Having done so, determine whether they are satisfied with the information provided detailing the performance of the CGI over Quarter 3 2021.**

3 BACKGROUND

- 3.1 The contract to outsource the former Council IT service was signed between CGI and SBC in 2016. Service commenced in October 2016 and the Contract was subsequently amended and extended in 2020 following a series of member briefings and two reports to Council. A new programme of IT transformation work was agreed between the parties as part of this contract extension.
- 3.2 This report presents information with respect to the performance of the revised CGI contract over the third quarter of 2021. As previously requested the slide deck includes a list of abbreviations and a glossary of IT terms to aid member scrutiny.
- 3.3 As with the information provided for previous meetings the slide deck in appendix 1 is divided in 4 main sections covering a) governance, b) progress with the transformation programme being delivered with CGI, c) key performance information with respect to service delivery and d) issues associated with Contract Management.

4 MAIN REPORT

4.1 Governance

The governance arrangements associated with the Contract are set out in the paper. Meetings of the various groups that oversee the contract including this quarterly meeting of the MCGG are highlighted. Meetings of the Executive Review Board and the Supplier Management Board did not occur during the period due to pressure of work and these meetings will be scheduled as soon as practicable during Q4.

4.2 Transformation Projects

Information is provided in appendix 1 with respect to the multiple projects currently being delivered with CGI to enable, transform, maintain and secure SBC's networks, systems and data. Information is provided both on those projects which were "in flight" before the contract extension was signed in 2020 and over 30 concurrent projects which remain "live" for delivery over the period 2020 to 2022.

- 4.3 Each of the projects has been RAG assessed. Three projects remain identified as "red" namely the Bulk Print project and the Lync Telephony Upgrade project, which is dependent on delivery of hardware by BT, and End User Device for Curricular settings. With regards to the Lync Telephony upgrade project there have been further delays from the position reported to the last MCGG and the projects dependency to replace the SIP trunks, crucial pieces of hardware in the management of the Council's server network remain dependant on the availability BT engineers to install and configure. The project has now been re-planned with CGI following a period of significant delay and revised dates for delivery have been agreed.

- 4.4 As noted above the End User device refresh of the curricular network was also classified as red during the period as delays in the availability of computer hardware slowed progress with the delivery of the project.

4.5

- 4.6 The project to refresh IT kit in the council Chamber and committee rooms at HQ is also now delayed at amber due to shortages of IT kit. The availability of hardware are now affecting IT upgrade projects globally.

On a more positive note 5 schools are now noted as complete with regards to the project to increase the bandwidth of the Council's wide area network and the 4 remaining schools are progressing.

The Pulsant Firewall is now fully operational and migration of the Councils backup storage to the Datavita data centre is also complete.

4.7 **Key Performance Information**

Information is provided with respect to the key deliverables of the contract. The report notes high levels of performance captured by the CGI helpdesk. Work on the Councils' Public Sector Network (PSN) accreditation which was due for submission to the Cabinet Office in September has been delayed but is now ready for submission. The slide deck notes good service performance with 74 KPI targets met and classed as green during the review period. There has however been one red KPI linked to the satisfaction of users supported by CGI and the parties are exploring ways in which this can be addressed.

4.8 **Service Delivery**

CGI manage 77 key applications on behalf of the Council. 100% of the priority 1, 2 and 3 applications met their performance targets during September.

4.9 **Risks and Escalation**

Risks associated with the contract have been RAG assessed with two amber risks carried forward from previous periods associated with Windows 2008 server support being withdrawn and the end of support for a limited number of end of life windows 7 devices that are still operated by the Council. A risk remediation plan has been identified for both these issues.

4.1 **Jobs Created**

0 Information is provided on slide 18 with respect to CGI recruitment and the fit out of the new office at Tweedbank which is anticipated to be operational by March 2022. CGI employed 68 staff at the end of September and planning is underway for the recruitment of the 2022 graduate recruitment process following the successful employment of 9 Borders Graduates in 2021. A range of roles including service desk operatives, project managers, business analysts and enterprise architects were advertised during the Quarter.

5 IMPLICATIONS

5.1 **Financial**

There are no financial implications relating to this performance report.

5.2 **Risk and Mitigations**

This report is part of the governance framework to manage the operation of the CGI contract and reflects the arrangements agreed between the parties.

5.3 **Integrated Impact Assessment**

There is no impact or relevance to the Council's Equality Duty or the Fairer Scotland Duty from this report.

5.4 **Acting Sustainably**

There are no direct economic, social or environmental issues with this reports which would affect the Council's sustainability.

5.5 **Carbon Management**

There are no direct carbon emissions impacts as a result of this report.

5.6 **Rural Proofing**

It is anticipated there will be no adverse impact on the rural area from the contents of this report. The creation of the roles envisaged by the contract as set out in paragraph 4.7 will help to sustain the Borders Economy.

5.7 **Changes to Scheme of Administration or Scheme of Delegation**

There are no changes to the Scheme of Administration or the Scheme of Delegation required as a result of this report.

6 **CONSULTATION**

- 6.1 The Chief Legal Officer (Monitoring Officer), the Chief Officer Audit and Risk, the Service Director HR and Communications, the Clerk to the Council and Communications team were consulted after the publication of this paper and any comments received will be reported verbally to the meeting.

Approved by

David Robertson
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Signature

Author(s)

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Background Papers:

Previous Minute Reference: Major Contracts Governance Group, 2 March 2021

Note – You can get this document on tape, in Braille, large print and various computer formats by contacting the address below. Pension & Investments Team can also give information on other language translations as well as providing additional copies.

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