

From: Paul Carter, Leader of the Council
John Burr, Director of Transformation

To: Policy and Resources Cabinet Committee, 16th January 2015

Subject: **Facing the Challenge Update Report on Back office procurement and Legal Services Phase 1 Reviews**

Classification: **Unrestricted**

Past Pathway of Paper: N/A

Future Pathway of Paper: N/A

Electoral Division: All

Summary: This report follows on from information previously provided to the Policy and Resources Cabinet Committee on these Phase 1 reviews and updates the Committee on the current direction of travel

Recommendation(s): The committee is asked to note the project update in respect of the individual service reviews.

1. Introduction

1.1 As part of the Facing the Challenge Phase 1 Service Review and Market Engagement project, twelve services were identified to be reviewed. This report seeks to provide an update on progress to date on six of the services listed below.

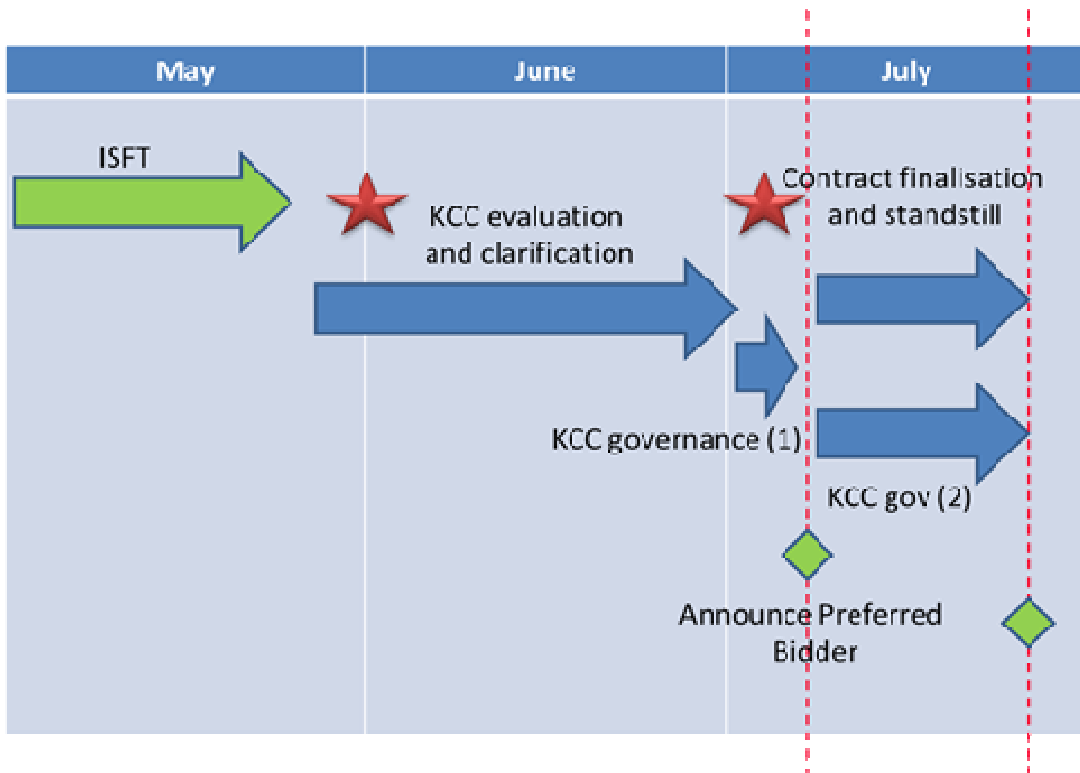
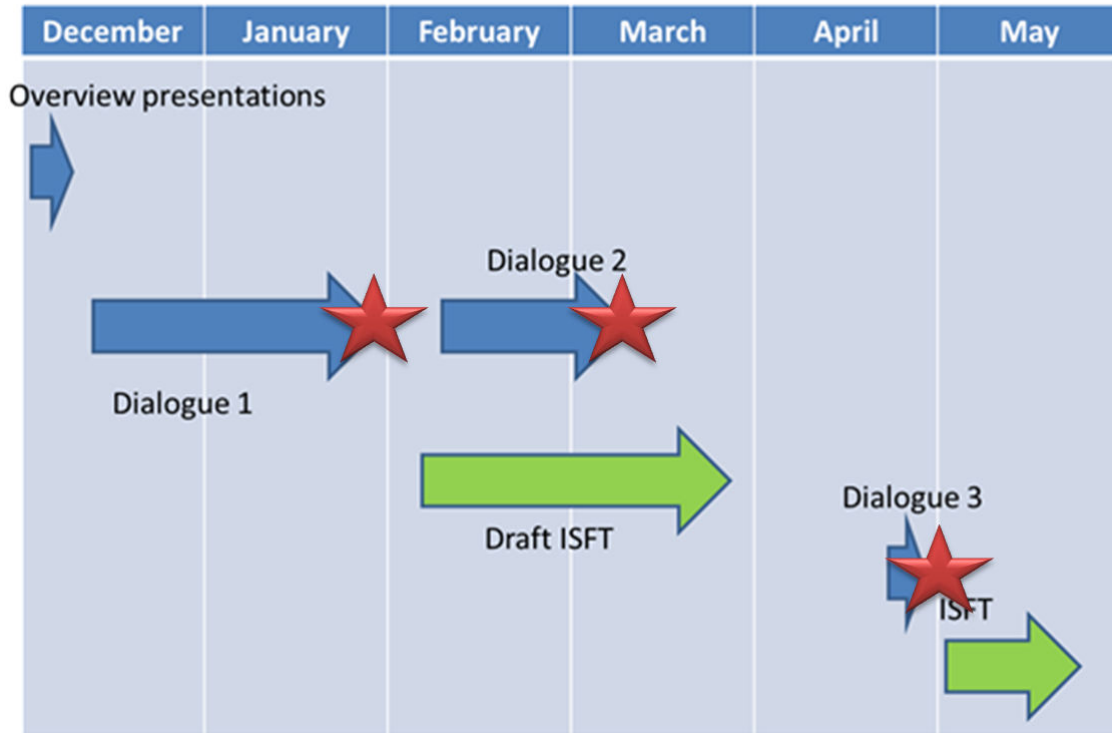
- HR
- ICT
- Finance
- Contact Point
- Digital Communications
- Legal Services

1.2 Members will recall that reports on the Back Office Procurement project and the Legal Services review have been presented to this committee on the following dates. The purpose of this report is to bring Members up to date on progress, as part of the agreed regular updates throughout the process.

- Facing the Challenge — Customer Services, Finance, HR and ICT - Policy and Resources Cabinet Committee – 19th September 2014
- Facing the Challenge – Legal Services Review – Update Report - Policy and Resources Cabinet Committee – 19th September 2014

- Facing the Challenge - Market Engagement and Service Review Update (PowerPoint presentation) - Policy and Resources Cabinet Committee – 12th December 2014
- 1.3 The development and implementation of a strong intelligent client/commissioning function is fundamental to a successful outcome for each of these services and the development of this client function is therefore an integral part of the proposals. Strong contract management arrangements will also be put in place.
- 2. Back Office Procurement Project**
- 2.1 The Back Office Procurement Project includes the following services:
- HR
 - ICT
 - Finance
 - Contact Point
 - Digital Communications
 - Services for Schools (EduKent)
- 2.2 The procurement process commenced in October 2014 and the project is now at the Competitive Dialogue stage.
- 2.3 Before Competitive Dialogue commenced the bidders submitted an **Initial Submission of their Outline Solution (ISOS)**. This document details the service design and delivery plan based on both the initial design specifications together with any proposed innovations. This shaped the conversations that need to be had during dialogue. At this point, the bidders also submitted an estimate of delivery costs/savings.
- 2.4 The **Competitive Dialogue stage** commenced in December with ‘provider days’ where each provider was allocated one day to present to Members and Officers of KCC their outline solution. This provided KCC with assurance that the providers understood their requirements and had the capability and relevant experience to deliver them and behalf of the Authority. It also gave Officers and Members the opportunity to provide guidance on what the Authority was looking for in a partner, which in turn will help shape the future delivery of the service.
- 2.5 The dialogue sessions are managed and led by KCC Officers who will, throughout the process, update Members and Officers on any decisions that are required and on general progress to date. The dialogue sessions are also supported by KCC procurement team and external expertise as appropriate.
- 2.6 Throughout the dialogue process there are ‘checkpoints’ at which Members will be formally updated on progress and asked for guidance on how the next stages of the dialogue sessions will be shaped and driven. These milestones can be seen below.

★ Member Engagement

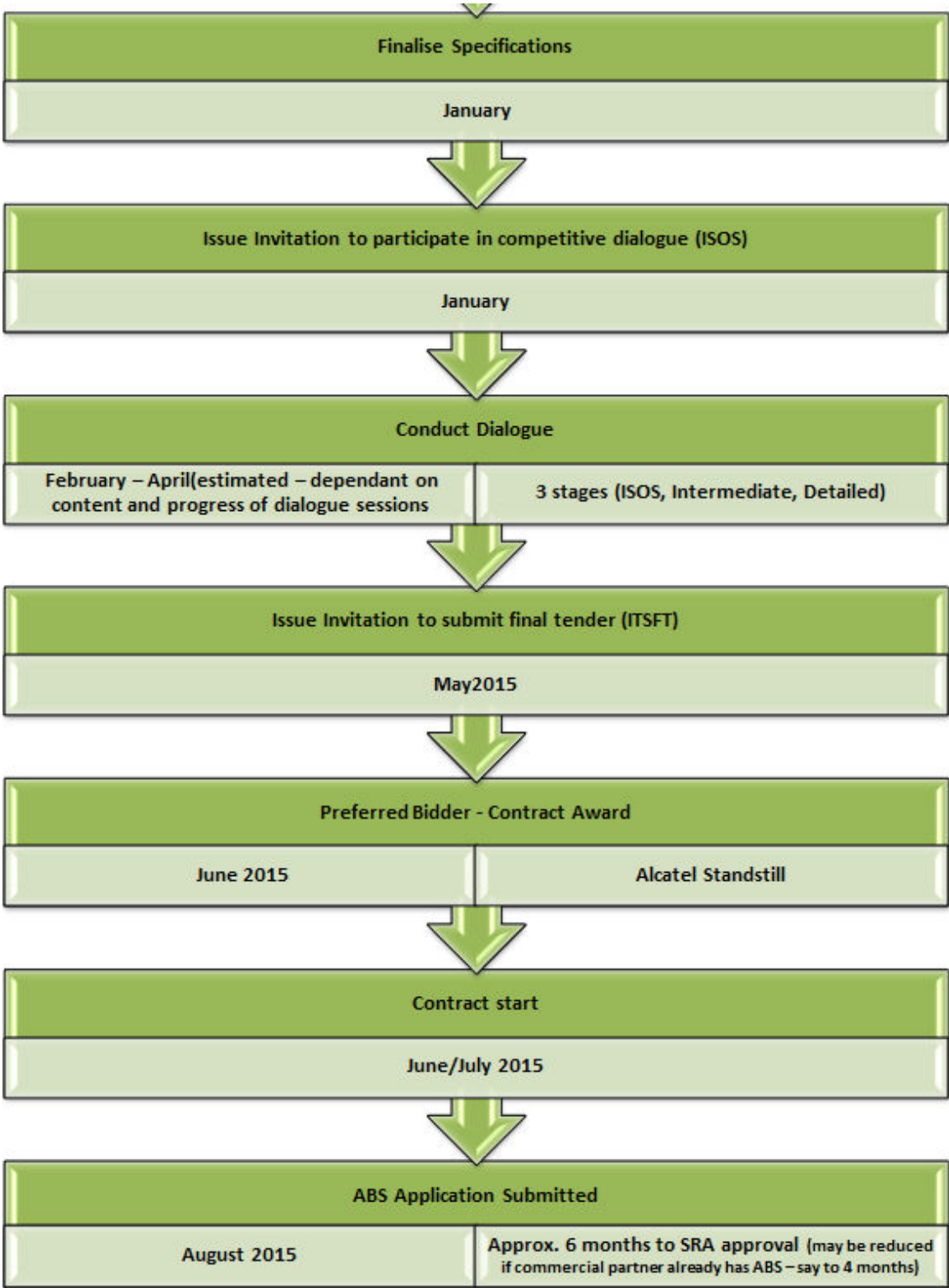


2.7 **Key Milestones** – the Back Office procurement project is on target to meet the following high level key milestones.

Key Milestone	Indicative Timetable
Competitive Dialogue	1 st Dec 2014 – April 2015
Evaluation of final bids	June 2015
Key Decision	July 2015
Announcement of preferred bidder	July 2015
Contract Award	July 2015

3 Legal Services Review

- 3.1 A supplier day was held on 18th November 2014, which the providers attended. The Leader of the Council; Paul Carter and the Cabinet Member for Commercial and Traded Services; Bryan Sweetland as well as Senior KCC Officers and staff delivered presentations and participated in a Q&A session with providers and set the scene for the forthcoming procurement activities.
- 3.2 Competitive dialogue is the recommended procurement route that Kent County Council will take and will commence during February 2015. This will allow the council to explore supplier solutions in depth. Competitive dialogue makes it easier to confirm that “all necessary elements” are in place before bids are submitted, resulting in more robust tenders. For bidders, the process provides better information flow, together with the opportunity to test the council’s requirements through a progressive development of their proposal.
- 3.3 **Key Milestones** - The key milestones in the procurement process are shown in the following diagram.



4 Recommendation(s)

Recommendation(s):

The committee is asked to note the project update in respect of the individual service reviews.

5 Background Documents

5.1 The content discussed above has been reported to the Commissioning Advisory Board (CAB) recently where similar detail was used to provide an update on the individual reviews. These can be found in the following documents:

- Facing the Challenge — Customer Services, Finance, HR and ICT - Policy and Resources Cabinet Committee – 19th September 2014
- Facing the Challenge – Legal Services Review – Update Report - Policy and Resources Cabinet Committee – 19th September 2014
- Facing the Challenge - Market Engagement and Service Review Update (PowerPoint presentation) - Policy and Resources Cabinet Committee – 12^{Tth} December 2014

6 Contact details

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