

# Decision Pathway – Report



**PURPOSE:** Key decision

**MEETING:** Cabinet

**DATE:** 02 May 2023

<b>TITLE</b>	<b>BCC (Bristol City Council) datacentre backup and recovery competitive tender</b>		
<b>Ward(s)</b>	N/A		
<b>Author: David Jones</b>	<b>Job title: Infrastructure Manager</b>		
<b>Cabinet lead: Councillor Craig Cheney, Deputy Mayor with responsibility for Finance Governance &amp; Performance</b>	<b>Executive Director lead: Stephen Peacock Chief Executive and Head of Paid Service.</b>		
<b>Proposal origin:</b> BCC Staff			
<b>Decision maker:</b> Cabinet Member <b>Decision forum:</b> Cabinet			
<b>Purpose of Report:</b> This report seeks permission to procure and award a 3+1+1-year contract for IT Disaster Recovery & Back Up Services and Service Management and Protection, which help protect the council's data in case of failure(s) in its data centres Commencing on the 7 <sup>th</sup> of March 2024.			
<b>Evidence Base:</b> <ol style="list-style-type: none"><li>1. Bristol City Council IT infrastructure was originally deployed in Council owned data centres in the city, services provided on behalf of BCC and ensures support and security with data backed up off site to a secure external location.</li><li>2. In recent years the council has moved much of its IT estate to the cloud, reducing its reliance on its own physical IT infrastructure such as on-premise data centres. However, there is still some need for physical data centres at present, particularly where legacy systems and data stored on them as less suited to a cloud environment and/or need complex and costly work to transition them to the cloud. With some vital systems and much critical data still stored locally, it is vital that the council has robust disaster recovery, back-up and other protective services, which help safeguard our data in case of any failures in local data centres or other incidents (including cyber-attack) which could compromise our data and/or services.</li><li>3. The council currently has an interim contract with a provider of these services in place for one year until March 2024, allowing time for a competitive tender to be run and a longer-term contract to be awarded. This extended arrangements with the council's incumbent supplier, and was awarded via Crown Commercial Services framework RM6100, Technology Services 3 following an Officer Executive Decision. This allowed for continuation of service during 2023/24.</li><li>4. The new contract in planned to cover the on-premise equipment, and the scope of the new contract will progressively be reduced as more services are migrated to the cloud in accordance with the council's Digital Strategy 2022-27. The ability to scale and reduce the contracted services during the term of the contract will form part of the specification, providing as much flexibility as possible to reduce cost during the contract's lifetime. The budget envelope cited in this report can therefore be considered as a ceiling, not a target for expenditure.</li><li>5. Whilst seeking a new contract which is more suited to the council's future technological state, work will</li></ol>			

continue to minimise the number of systems that are on-premise and to reduce the size of the council’s back-ups via the Digital Transformation Programme. This work will also include further investigation of alternatives such as Azure back-ups and rebuilding in the cloud. However, some of the council’s older software and systems cannot be deployed in a public cloud and so this will take some effort, requiring careful consideration of cost versus benefit.

6. The proposed timeline for the competitively tendered contract is:
  - Competitive procurement launched in June 2023
  - Preferred Supplier selected by October 2023
  - New contract signed by early February 2024
7. The council’s Corporate Risk Register identifies ICT Resilience as a High risk with a Critical impact should an incident occur. This is the highest level of impact within the Risk Management Framework, and the services in scope of this contract are one of the council’s primary risk mitigations.

**Cabinet Member / Officer Recommendations:**

1. Approve the re-procurement of Backup and Disaster Recovery Services and Service Management and Protection for a period of 3+1+1-years (up to a total value of £1.4m including optional contract extensions).
2. Authorise the Director: Policy, Strategy and Digital, in consultation with the Deputy Mayor with responsibility for Finance Governance & Performance to take all steps required to procure and award the contract(s).
3. Authorise the Head of Procurement & Contract Management to approve appropriate procurement routes to market where these are not yet fully defined in this report, or if changes to procurement routes are subsequently required.

**Corporate Strategy alignment:**

This proposal aligns with the council’s Corporate Strategy ‘Resilience’ principle, and the ability to protect and recover the council’s systems and data indirectly supports delivery of many of its Corporate Strategy priorities.

**City Benefits:**

There are no direct additional benefits to the city and there are no identified equalities impacts. However, without the use of disaster recovery, back up services and service management and protection, the council would be at risk of potential permanent loss of some IT services and/or data which would have immediate negative impacts.

**Consultation Details:**

Not applicable.

**Background Documents:**

This proposal is in accordance with the Council’s published Digital Strategy 2022-27: [Bristol City Council Digital Strategy 2022 – 2027](#).

<b>Revenue Cost</b>	Up to £280,000 p/a, totalling up to £1.4m over five years including 2x one-year optional extensions	<b>Source of Revenue Funding</b>	General Fund - Digital Transformation core service budget (Cost Centre 11302)
<b>Capital Cost</b>	/	<b>Source of Capital Funding</b>	/
<b>One off cost</b> <input type="checkbox"/>	<b>Ongoing cost</b> <input checked="" type="checkbox"/>	<b>Saving Proposal</b> <input type="checkbox"/>	<b>Income generation proposal</b> <input type="checkbox"/>

**Required information to be completed by Financial/Legal/ICT/ HR partners:**

**1. Finance Advice:** Report seeks approval to procure at £280,000 per annum, Disaster recovery and Backup services and service management for the Council’s data centres. The recommendation is for an initial 3yr contract with option to extend for one to two years (up to £1.4m in total). The current supplier’s contract has been extended for a year to

24 March 2023 to give the Council time to run a competitive tender and have new contract in place and running at least a month before the end of the current service to ensure continuity.

Current estimated cost is £280,000 and this is covered by the existing Budget for this Service. The cost is expected to reduce in future as the council utilises cloud storage for its applications reducing the dependence on data centres.

**Finance Business Partner:** Olubunmi Kupoluyi, Finance Business Partner, 11/04/2023

**2. Legal Advice:** The procurement process must be conducted in line with the 2015 Procurement Regulations and the Councils own procurement rules. Legal services will advise and assist officers with regard to the conduct of the procurement process and the resulting contractual arrangements.

**Legal Team Leader:** Husinara Jones, Team Manager/Solicitor, 11 April 2023

**3. Implications on IT:** This being an IT activity it is fully supported in order to ensure that BCC data held on physical devices is appropriately secured by means of remote backup and recovery to enable us to ensure we can provide colleagues with access to the necessary systems and data to support our citizens should a significant incident impact our equipment at either City Hall or John Couzens House.

**IT Team Leader:** Gavin Arbuckle, Head Of IT Operations 11 April 2023

**4. HR Advice:** If these services move from the current provider to a new supplier then this is likely to represent a service provision change within the meaning of the Transfer of Undertakings (Protection of Employment) Regulations. The Council will want to oversee that the provisions of the Regulations are adhered to, though the responsibility rests with the two employers involved

**HR Partner:** James Brereton (Head of Human Resources), 11 April 2023

<b>EDM Sign-off</b>	Denise Murray (Chair)	08/03/2023
<b>Cabinet Member sign-off</b>	Councillor Craig Cheney - Deputy Mayor with responsibility for Finance Governance & Performance	13/03/2023
<b>For Key Decisions - Mayor's Office sign-off</b>	Mayor's Office	03/04/2023

<b>Appendix A – Further essential background / detail on the proposal</b>	<b>NO</b>
<b>Appendix B – Details of consultation carried out - internal and external</b>	<b>NO</b>
<b>Appendix C – Summary of any engagement with scrutiny</b>	<b>NO</b>
<b>Appendix D – Risk assessment</b>	<b>YES</b>
<b>Appendix E – Equalities screening / impact assessment of proposal</b>	<b>YES</b>
<b>Appendix F – Eco-impact screening/ impact assessment of proposal</b>	<b>YES</b>
<b>Appendix G – Financial Advice</b>	<b>NO</b>
<b>Appendix H – Legal Advice</b>	<b>NO</b>
<b>Appendix I – Exempt Information</b>	<b>No</b>
<b>Appendix J – HR advice</b>	<b>NO</b>
<b>Appendix K – ICT</b>	<b>NO</b>

