

GREATER **LONDON** AUTHORITY

REQUEST FOR ASSISTANT DIRECTOR DECISION – ADD2083

Title: IT projects – Committee Services

Executive Summary:

The Committee and Member Services team currently use a web enabled system, the MQT database system, to administer and monitor the questions arising from Mayor's Question Time (MQT) and Plenary. . To make significant improvements to this service, and using the Crown Commercial Service GCloud 7 procurement framework via variation, approval is sought to award a contract for the development and installation of a new MQT database system. Approval is also sought to fund an options analysis for a correspondence system for the management of casework received by Assembly Members.

Decision:

That the Head of Committee and Member Services approves:

1. Expenditure of up to £29,500 on the development costs for the new Mayor's Question Time database and up to £8,250 on the project management (up to 15 days); and
2. Expenditure of up to £5,500 on the options analysis and procurement advice for the Assembly Member support correspondence system

AUTHORISING ASSISTANT DIRECTOR/HEAD OF UNIT:

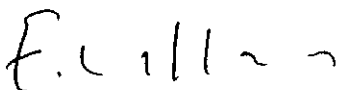
I have reviewed the request and am satisfied it is correct and consistent with the Mayor's plans and priorities.

It has my approval.

Name: Ed Williams

Position: Head of Committee and Members Services

Signature:



Date: 13.03.17

PART I - NON-CONFIDENTIAL FACTS AND ADVICE

Decision required – supporting report

1. Introduction and background

The Committee and Member Services team currently use a web enabled system to administer and monitor the questions arising from the Mayor's Question Time (MQT) and Plenary meetings. The system presently used was procured in 2013 (DD1005) and has experienced a series of performance failures and technical issues over time. A number of updates have been made, but performance has not significantly improved. As such, it has been decided that it is more cost effective to procure a new system.

The new system (Appendix 1) will include all old data which is currently searchable on the web database and will provide a solution to the issues raised above. The main users of the system have been consulted and the specification produced by the Committee and Member Services team covers the above issues. This will ensure the new system is without the problems currently faced by the team and the users of the database.

This project will need dedicated project management and this will be sought along with the building of the system. Spend on project management is also sought for an option analysis of correspondence used by the public sector. There is currently no case management system in place for Assembly Members correspondence. There has been two unsuccessful attempts to procure a viable system (one is used by PLU and the other used by House of Commons). The time of the project manager will be used to provide the Head of Committee & Member Services with options analysis of the correspondence system used in various local and regional authorities and to see if effective procurement is viable for a bespoke but cost effective system.

2. Objectives and expected outcomes

The objective of this project is to procure and build a MQT database that meets the requirements (Appendix 2) of the Committee team and its key stakeholders including members of the public who regularly use the MQT database. The outcome of this project will be a fit for purpose MQT database. In addition to the MQT database – the project manager will also identify a viable case management system for which procurement will be sought.

3. Equality comments

There are no implications or impact arising from this on groups with protected characteristics.

4. Other considerations

a) key risks and issues

Both systems will be used by staff in Committee and Member Services. The current MQT database has a multitude of flaws and requires a lot of staff time to check questions and answers before they are published. The new system will allow for a robust checking system which will take up less staff time and provide better results. The case management system will allow staff in all the political groups to have a generic and effective way of dealing with correspondence from constituents and will allow for consistent performance figures.

b) links to Mayoral strategies and priorities

Both the MQT database and the case management system are integral to the core work of the London Assembly

c) impact assessments and consultations.

The requirements of the MQT database have been the subject of discussions and consultations within the team and with key stakeholders. The requirements of case management system have been discussed extensively with the party groups.

5. Financial comments

Approval is being sought for expenditure of up to £43,250 for an IT Project within the Committee Services unit. Of this amount £37,750 will be used for the procurement and development of the new MQT database during the current financial year 2016-17 and £5,500 for options analysis and procurement advice for the Assembly Member support correspondence system during the financial year 2017-18. This expenditure will be funded from the Committee Services budget.

6. Legal Comments

There are no specific legal implications pertaining to this proposal.

7. Planned delivery approach and next steps

Activity	Timeline
Procurement of contract [for externally delivered projects]	March 2017
Announcement [if applicable]	n/a
Delivery Start Date [for project proposals]	March 2017
Main milestones	April 2017
Main milestones	May 2017
Final evaluation start and finish (self/external) [delete as applicable]:	
Delivery End Date [for project proposals]	June 2017
Project Closure: [for project proposals]	June 2017

Appendices and supporting papers:

Appendix 1 – MQT database proposal – Sirius

Appendix 2 – MQT specification

Public access to information

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOI Act) and will be made available on the GLA website within one working day of approval.

If immediate publication risks compromising the implementation of the decision (for example, to complete a procurement process), it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.

Note: This form (Part 1) will either be published within one working day after approval or on the defer date.

Part 1 Deferral:

Is the publication of Part 1 of this approval to be deferred? NO

If YES, for what reason:

Until what date: (a date is required if deferring)

Part 2 Confidentiality: Only the facts or advice considered to be exempt from disclosure under the FOI Act should be in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a part 2 form – NO

ORIGINATING OFFICER DECLARATION:**Drafting officer:**

Bharti Keshur has drafted this report in accordance with GLA procedures and confirms that the Finance and –if relevant– Legal teams have commented on this proposal as required, and this decision reflects their comments.

Corporate Investment Board:

The Corporate Investment Board reviewed this proposal on 13 March 2017.

HEAD OF FINANCE AND GOVERNANCE:

I confirm that financial and legal implications have been appropriately considered in the preparation of this report.

Signature:



Date:

13.03.17