

## Officer Decision Record – Executive Decision

If Key Decision: Decision Ref. No.

B024/21

*If not a Key Decision write n/a above*

### OFFICER DECISION RECORD <sup>i</sup>

Officer Key Decisions are subject to the Council's Call-In Procedure (Annex 9 of the Council's Constitution <https://www.hertfordshire.gov.uk/about-the-council/freedom-of-information-and-council-data/open-data-statistics-about-hertfordshire/who-we-are-and-what-we-do/who-we-are-and-what-we-do.aspx>)

<b>Subject:</b> Awarding a managed service contract for the replacement and transformation of the Council's Wide Area Network (WAN) to an SD-WAN network.	
<b>Type of Decision: Executive</b>	<b>Key Decision (Executive Functions only):</b>  Yes
<b>Officer Contact:</b> Dave Mansfield  <b>Tel:</b> 01992 588331	<b>Executive Member/Committee Chairman:</b>  Ralf Sangster  <b>Portfolio (Executive Functions only): Technology</b>  Scott Crudgington / Anna Morrison

#### 1. Decision

To enter into an Agreement for the provision, transformation and service management of a new SD-WAN Network for the Council.

#### 2. Reasons for the decision

The existing Networking contract with an incumbent supplier currently provides a range of essential services to the Customer, including: Local Area Network

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(LAN) connectivity, Wide Area Network (WAN) connectivity, Security Service Management and Internet Access.

The current contract ends in at the end of September 2021. The strategic imperative for the Council is to re-commission all the current services provided by the incumbent supplier and to identify opportunities for innovation and service transformation to deliver significant benefits to end users, with no change not being an option.

The Council's technology team aims to provide efficient, responsive, cost-effective and secure IT services with the flexibility to contribute to the transformation of the Council and its ability to serve its customers and Service Users.

The Council's existing network configuration has served HCC well for many years, but it has drawbacks. It is very complex; it has many intervening pieces of equipment to supply the end site with the connectivity it needs, and it is costly to run. The existing network uses dedicated (and costly) leased lines or exchange/backhaul connectivity to the current supplier's own network within the existing BT exchanges and onwards back to the customers main network to form the completed WAN.

Over the last two to three years, the Council's Technology Networks team has been researching ways of improving the network by testing some new, cost effective technologies. One of the most notable areas for this improvement and cost saving is with Software Defined Networking SD-WAN which is believed to be the way forward to transform the network for the future.

SD-WAN has the focus of being able to combine 'cheap' commodity broadband together at site level to form a 'virtual WAN' using secure tunnelling to form network 'conduits' between end sites over the Internet. This does away with the need of the complexity of the exchange/backhaul system of connection to the supplier's own network. Each of the Council's sites just needs to be connected to the Internet therefore to form the WAN securely using SD-WAN technology.

The Technology team are entering into an agreement to supply SD-WAN services to all council sites.

### **3. Alternative options considered and rejected**

The current contract ends in at the end of September 2021. The strategic imperative for the Council is to re-commission all the current services provided by the incumbent supplier, with no change not being an option.

Procurement routes for the supply, transform and service management of an SD-WAN network were explored. It was agreed to procure through the Crown Commercial Services Network Services 2 framework (RM3808) to ensure procurement compliance and continuity of service. The digital marketplace process was used to identify potential suppliers meeting key criteria and then an evaluation activity pursued to determine suitability.

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4. **Consultation** (see Summary of Requirements below)

Was any Councillor consulted? **No**

5. **Any conflict of interest declared by a councillor who has been consulted in relation to the decision**

N/A

*(If a Councillor declares a conflict of interest DO NOT PROCEED without seeking advice from Democratic Services or Legal Services).*

6. **I am proceeding with the proposed decision.** (delete words in square brackets if no requirement to consult the Executive Member/Committee Chairman)

Signed: Dave Mansfield

Title: Head of Technology

Date: 25/5/21

Copies of record to:

- All consultees
- hard & electronic copy (if required to be made available for public inspection) to Democratic Services Manager - Room 213 County Hall.<sup>ii</sup>

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**Summary of Requirements to Inform/Consult Councillors**

<b>Significance of Proposed Action</b>	<b>Controversial</b>	<b>Relevant Councillor(s) to be Consulted</b>
Technical/Professional/ Routine	No	No need to inform or consult councillors
Technical/Professional/ Routine	Yes	<b>Executive Functions:</b> Consult relevant Lead Executive Member and, where appropriate, Local Councillor <b>Non-Executive Functions:</b> Relevant Committee Chairman and, where appropriate, Local Councillor
Local	No	<b>Executive Functions:</b>

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		Inform Lead Executive Member and Local Councillor <b>Non-Executive Functions:</b> Inform Local Councillor
Local	Yes	<b>Executive Functions:</b> Consult Lead Executive Member and Local Councillor <b>Non-Executive Functions:</b> Consult Local Councillor
General or County-wide	No	<b>Executive Functions:</b> Consult relevant Lead Executive Member (s) <b>Non-Executive Functions:</b> Consult relevant Committee Chairman
General or County-wide	Yes	<b>Executive Functions:</b> Consult relevant Lead Executive Member (s) and the Leader of the Council <b>Non-Executive Functions:</b> Consult relevant Committee Chairman/Leaders all Political Groups