



HOUSE OF LORDS SERVICES COMMITTEE

Agenda

The Committee will meet virtually on Thursday 25 February at 1pm on Microsoft Teams

1. Apologies
2. COVID-19 Update (S/19-21/57) [RESTRICTED]
3. Strategic Review of the Restoration and Renewal Programme (S/19-21/58) [HIGHLY RESTRICTED]
4. Changes to the telephone system (S/19-21/59) [RESTRICTED]
5. Options for public tours and paid-for tours of the Palace of Westminster (S/19-21/60) [HIGHLY RESTRICTED]
6. Oral update on re-procurement of Travel Office services
7. Any other business

Papers circulated for information

Fire Safety Awareness Training completion figures (S/19-21/61) [RESTRICTED]

IT equipment ordering (S/19-21/62) [UNRESTRICTED]

Forward work programme (S/19-21/63) [UNRESTRICTED]

Members are reminded that they should declare any relevant interests.

Members are free to discuss the contents of papers with their colleagues, unless the paper is marked 'Highly Restricted'. Papers marked unrestricted are proactively published.

Gabby Longdin
Clerk

HLServicesCommittee@parliament.uk



HOUSE OF LORDS SERVICES COMMITTEE

IT equipment ordering

Paper from Tim Youngs, SRO for the IT Goods and Services Procurement Programme, and Rob Sanders, Director of Live Services

Purpose

1. This paper updates the Committee on forthcoming changes to the supplier and process for ordering IT equipment from the Digital Service.

Decision for the Committee

2. The Committee is invited to note the proposed scope of changes.

Main Body

3. Over the past year, the Digital Service have been re-procuring the principal contract for end-user IT goods and services – the IT equipment that Members and staff use, and some of the services that are provided in support of this. This does not include mobile phones, which continue to be provided separately, and does not include printers, which will continue to be provided by the House to offices.
4. We have now awarded the contract to a new supplier, XMA Ltd., who will replace the previous supplier, SCC, from March 2021. XMA will take over the provision of laptops, desktops, monitors and accessories to Members and staff of both Houses.
5. The change in supplier should not mean any change to the level or quality of service experienced by Members or their staff – the same IT equipment will be provided according to the same rules of allocation as now, and it will continue to be supported by the Digital Service in the same way. The new contract is expected to deliver improved Value for Money, whilst maintaining high standards of performance. We do not expect any increases in pricing as a result of the contract change.
6. We have the opportunity offered by moving to a new supplier to modernise the ordering process for Lords Members and their staff. At present, where a Member or staff member requires a new device, they are required to complete a form in Microsoft Word which is then either emailed or printed and posted to the Hardware Asset Management team in the Digital Service. This can be a slow and inefficient process.
7. The new process will be simpler, utilising a single online request form, and permit a more efficient response to hardware orders. Digital Service staff will continue to verify each order placed and will remain the point of contact for any queries Members or their staff may have. Installation on the Parliamentary estate will be carried out by Digital Service staff as at present.
8. Members will be able to access the online order form via their Parliamentary network accounts and will be able to place orders against the loan allocation provided by the House to Members; it will not be possible to purchase equipment for private use. Staff of Members may be granted

delegated authority to place orders on behalf of one Member, via their own Parliamentary account.

9. Note: Members may already be aware of the “Delegated Authority” scheme, operated by that Digital Service, where Members can authorise their staff to act on their behalf in requesting certain digital services (for example requesting network accounts or ordering equipment). Setting up a delegated authority is currently requested via a Word form, also soon to be replaced by an online form.
10. We will offer members of the Committee the opportunity to test the new online ordering system prior to rollout, and following completion of successful testing, we would anticipate introducing the new ordering system shortly after the start of the new contract in March 2021.

Member engagement and communication

11. The Intranet pages that contain links to the old forms will be updated to reflect the changes. The new ordering system is designed to be simple to use, and we are able to offer training for those that require it. As Members and their staff engage with the ordering system only when they require new equipment, which is a relatively infrequent occurrence, we anticipate taking a light touch approach to communications in respect of this change. We will refer back to the Committee on the completion of testing pending further rollout.

Restoration and Renewal

12. The changes do not have any impact on or from R&R.

Protective marking

13. This paper is unrestricted.

Tim Youngs
SRO, IT Goods and Services Procurement Programme and
Director of Resources

Rob Sanders, Director of Live Services
Parliamentary Digital Service
January 2021



HOUSE OF LORDS SERVICES COMMITTEE

Forward work programme

Please find below the Committee's forward work programme. The programme consists of papers for decision, regular update papers, and those requested by the Committee.

Date	Agenda
25 March	• Covid-19 Update • Estates Works Update • Electric Vehicle Charging Points • Mechanical, Electrical, Public Health and Fabric Safety Programme • R&R member engagement (to be confirmed)
29 April	• Covid-19 Update • Catering and Retail Services annual update
27 May	• Covid-19 Update • Estates Works Update • Fire Safety Training completion rates
24 June	• Covid-19 Update • Library Annual Update • Millbank House summer works • Catering Review outcome
15 July	• Covid-19 Update • Estates Works Update • Participation update

Other items to be considered at a future meeting:

- Cast Iron Roofs Programme update
- New Palace Yard Project

Gabby Longdin
Clerk
February 2021