
Report to Performance and Finance Scrutiny Committee

17 July 2022

Variation of Contract with Entserv UK Limited (DXC) for a Corporate Business Management Solution (Smartcore) - Focus for Scrutiny

Report by Director of Law and Assurance

Summary

Cabinet Member decision [ECR01 19-20](#) approved the commencement of a procurement process in November 2019 for services to deliver a replacement business management system for the Council (the SmartCore Programme).

A contract was awarded to Entserv UK Limited (trading as DXC) ("DXC") in June 2020 for DXC to be the Council's contractor for the transition from SAP to Oracle Fusion.

Since that date a number of business design and delivery requirements for the programme have led to changes to the contractual position to ensure a successful implementation of the programme. These have led to additional charges and also changes to the timetable for delivery. Most have been dealt with through extra-contractual letters of authority. It has become more pressing however to bring these changes into a more formal contractual arrangement and for this to provide greater certainty for the completion of the programme and the final costs.

The committee's Business Planning Group (BPG) agreed in December 2021 to include scrutiny of the Smartcore programme on the committee's work programme for September 2022. Since that time the progress in achieving the programme has been monitored through the service up-date provided by the Director of Finance and Support Services at BPG meetings in March and May 2022.

The report attached for Members of the committee (Part II) sets out the urgent action decision that has recently been taken to approve a contract variation to provide the contractual basis for the successful implementation of the Smartcore programme and its costs to the Council.

Focus for scrutiny

The Committee is asked to consider the attached report. Areas for scrutiny include:

- The reason for the contract variation having been taken as an urgent action decision without the opportunity for effective scrutiny.
- That the contract variation provides the clarity and certainty required for assurance for the cost effective delivery of the Smartcore programme.
- That the objectives of the Smartcore programme are being maintained.
- That the arrangements for future scrutiny of the programme are suitable.

The Chairman will summarise the output of the debate for consideration by the Committee.

1. Background and context

- 1.1 The background and context to this item for scrutiny are set out in the attached report.
- 1.2 The delivery of the SmartCore programme supports the delivery of the West Sussex Plan, specifically making best use of resources.

Tony Kershaw

Director of Law and Assurance

Contact Officer

Susanne Sanger, Senior Advisor (Democratic Services), 033 022 22550

Appendices

Appendix 1 - provided to members of the committee only

Urgent Action Decision Report - Variation of Contract with Entserv UK Limited (DXC) for a Corporate Business Management Solution (Smartcore)

Background Papers

None