

Agilisys Contract Review

TERMS OF REFERENCE

Overview

The Scrutiny Management Committee (the Committee) will form a panel consisting of Members of the Committee, other States Members and Members of the public with relevant expertise, in order to determine the effectiveness and value for money of the IT services provided by the company known as Agilisys¹.

Background

In April 2019 the Policy & Resources Committee presented its Policy Letter on 'Future Digital Services' (FDS)² seeking to authorise the Policy & Resources Committee to enter into a ten-year contract with Agilisys Guernsey Limited for the delivery of States IT Services. This included Agilisys providing and maintaining the States IT infrastructure and support services, technology support for agreed transformation initiatives and delivering a programme of approved economic development initiatives.

On 12th June 2019³ the States Assembly agreed to appoint Agilisys as the preferred bidder for its Future Digital Services Programme and on 11th September 2019 the contract was formally signed.

The contract was scoped at £16m per annum IT running costs, £26.9m for the improvement of business as usual (BAU) IT services provided by Agilisys which included: Transition costs; Transformation costs and Initial infrastructure asset investment and £16.7m for a programme of digital transformation. Agilisys has now been operating under this contract for almost 30 months.

The Policy & Resources' 2021 budget for Information Systems & Services was agreed at £17.2m, to cover the annual £16m costs of the Agilisys contract and the residual for 'continuing costs retained by the States' as quoted in the 2019 policy letter.

¹ <https://agilisys.gg/>

² [2019 Policy Letter - Future Digital Services](#)

³ [FDS Propositions June 2019](#)

However, the 2019 policy letter offered limited detail in relation to costs and as the Committee commented at the time of the 2021 Budget debate, a full breakdown of the anticipated spend is necessary, in order to be able to fully scrutinise the contract.

Review Scope

The review will evaluate;

- the transition of the IT service to Agilisys;
- any demonstrable improvement of business as usual IT services;
- the transformation activities undertaken to date;
- the level of the investment in infrastructure;
- the current status of the programme of digital transformation;
- the effectiveness and value for money of the Agilisys contract;
- how the contract is managed by the States of Guernsey;
- Any significant service failures within the contract period;
- how the contract has been affected by the period of the Covid 19 pandemic.

Review Methodology

The Committee will create a panel which will:

- undertake the review of the States of Guernsey contract;
- evaluate the evidence identified by the call for evidence;
- conduct interviews with relevant staff;
- conduct public hearings as necessary to generate evidence to support the review process;
- deliver a report on its findings to the Scrutiny Management Committee.

Outcome

A balanced Scrutiny Management Committee report, based on the evidence available to the Committee, together with the transcript of any subsequent public hearing(s) which will be released into the public domain.

The Report will contain evidenced based recommendations for future action.