

Report of: Business Development Manager

Report to: Chief Officer Parks & Countryside

Date: 11/04/2018

Subject: Contract Award – ITS160027: Cemeteries & Crematoria Admin System

Are specific electoral wards affected? If relevant, name(s) of ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, access to information procedure rule number: 10.4 (3) Appendix number: 1- Detailed Price and Score Breakdown.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

Summary of main issues

1. The Chief Officer Parks & Countryside approved the commencement of a procurement for a Cemeteries & Crematoria Admin System on 25th September 2017.
2. Following a low value procurement exercise run in accordance with the Council's Contracts Procedure Rules, this report seeks approval to award a single supplier contract to GSS (NI) Limited T/A PlotBox for the supply of a Cemeteries & Crematoria Admin System.
3. The Cemeteries & Crematoria Admin System includes:
 - Cemeteries & Crematoria Admin software solution
 - Support and Maintenance.
 - Training.

Recommendations

1. In line with Contract Procedure Rule (CPR) 18, the Chief Officer Parks & Countryside is requested to approve the award of a contract to GSS (NI) Limited T/A PlotBox for a period of three (3) years, with options to extend for five (5) further periods of one year.

1 Purpose of this report

- 1.1 Following the evaluation of tenders received for a Cemeteries & Crematoria Admin System, this report seeks approval to award a single supplier contract to GSS (NI) Limited T/A PlotBox, Ecos Centre, Kernohans Lane, Ballymena BT43 7QA.

2 Background information

- 2.1 The contract is for a Cemeteries & Crematoria Admin System, which includes:

- Cemeteries & Crematoria Admin software solution
- Support and Maintenance.
- Training.

- 2.2 The key requirement is to provide a reliable, robust solution to support the staff who manage the city's cemeteries and crematoria bookings, meeting the business and legislative requirements of managing internments from the initial contact from Funeral Directors through to internment and the updating of the Council's records.

- 2.3 Much of the current process relies upon telephone conversations and paper records but the service wants to modernise their processes and interactions with stakeholders, particularly Funeral Directors, and to remove the reliance on paper records wherever possible.

- 2.4 Among the anticipated benefits will be improved records and reporting, improvement in communications and a more streamlined booking process.

- 2.5 The service is aware that not all their paper records can be dispensed with immediately but are keen to find a solution that digitizes the current processes as well as offering opportunities to remove the reliance on the historical paper records over time.

- 2.6 Bereavement Services need to implement a solution which will:

- reduce the amount of manual input and repeat-input that staff undertake and to facilitate as much information as possible to be input at source by the Funeral Directors
- manage and streamline the booking process for staff and Funeral Directors;
- provide accurate and timely information to stakeholders;
- facilitate more electronic ways of doing business and storing data;
- provide effective reports on business use, financial and billing data;
- populate the new system with data extracted from the current system.

- 2.7 The duration of the contract awarded to GSS (NI) Limited T/A PlotBox will be three (3) years, with options to extend for a further five (5) periods of one year.

2.8 The estimated value of the contract for three (3) years is £43,750.00

2.9 The evaluation panel comprised of:

Chris Simpson – Bereavement Services Manager

Andrew Haley – Leading Bereavement Services Officer

Simon Frosdick – Business Development Manager

James Ward – Business Partner

Adrian Stevenson – Solutions Architect

2.10 The following tenderers submitted a response to the Council's Invitation to Tender under the Council's Contract Procedures Rules:

- Atlantic Geomatics (UK) Ltd
- Clear Skies Software
- Edge IT Systems Ltd
- Excelpoint Ltd
- Gower Consultants Ltd
- GSS (NI) Limited T/A PlotBox
- Tecware Ltd

2.11 The tender from Tecware Ltd was rejected as it did not meet the Council's Technical System Requirements.

Main Considerations and reasons for contract award

2.12 The tenders from the remaining six suppliers were evaluated on both quality and price.

2.13 The maximum amount of points available for quality was 600 and was subdivided with thresholds applied as follows:

	Method Statement	Assessment Method	Maximum Points Available	Minimum Score Threshold	Maximum Word Count/Page Limit
1	Question 1	PASS/FAIL	n/a	PASS	n/a
2	Question 2	Scored	140	56	1100

	Method Statement	Assessment Method	Maximum Points Available	Minimum Score Threshold	Maximum Word Count/Page Limit
3	Question 3	Scored	120	48	1100
4	Question 4	Scored	120	48	1100
5	Question 5	Scored	50	20	550
6	Question 6	Scored	70	28	550
7	Question 7	Scored	70	28	550
8	Question 8	Scored	30	12	550

- 2.14 The points available for each method statement were related to how important that method statement was to the overall delivery of the contract.
- 2.15 Minimum overall quality thresholds were applied as set out in the table above.
- 2.16 Atlantic Geomatics (UK) Ltd, Clear Skies Software, Excelpoint Ltd and GSS (NI) Limited T/A PlotBox all exceeded the minimum quality standards on all of the method statement questions.
- 2.17 Edge IT Systems Ltd and Gower Consultants Ltd failed to meet the minimum score threshold for all method statement questions.
- 2.18 The maximum amount of points available for price was 400.
- 2.19 For this tender, the price calculation was based on the tenderer with the lowest total price achieving the highest score available for price and the other tenders a reduced score based on calculating the percentage difference between them and the lowest price and deducting this percentage from the maximum score available.
- 2.20 The list of tenderers and the reasons their tenders were not suitable, together with the overall price and quality scores for GSS (NI) Limited T/A PlotBox can be found in Confidential Appendix 1.

3 Corporate considerations

3.1 Consultation and engagement

- 3.1.1 Consultation with key stakeholders was undertaken when the particular procurement route was chosen including:
- Bereavement Services Manager, Communities & Environment
 - Business Development Manager, Communities & Environment

- Principal Strategic Sourcing Officer, Digital and Information Service
- Business Partner, Resources & Housing

No consultation has taken place with key stakeholders as to whether the contract should be awarded to the winning bidder or not as this is determined by the evaluation of the tender received.

3.2 Equality and diversity / cohesion and integration

- 3.2.1 An impact and equality screening has been undertaken and is included with this report.

3.3 Council policies and best council plan

- 3.3.1 The award of the contract underpins the values in the Best Council Plan, in particular “becoming a more efficient and enterprising council”. In addition, the award of the contract supports the vision for Leeds 2011- 2030 to be the best city for Business.

3.4 Resources and value for money

- 3.4.1 A full procurement process has been undertaken in order to ensure that the council obtains best value for money.

- 3.5 The price submitted by GSS (NI) Limited T/A PlotBox is within expected price ranges for the project. In addition, the pricing was reviewed against all other tenders received to confirm it represented value for money.

3.6 Legal Implications, access to information and call in

- 3.6.1 In line with the council’s constitution the Chief Officer Parks & Countryside is authorised to make the decision to award this contract to GSS (NI) Limited T/A PlotBox.
- 3.6.2 The information contained in Confidential Appendix 1 is considered confidential as this includes a detailed breakdown of tenderers scores and prices.
- 3.6.3 The Chief Officer Parks & Countryside approved a decision on 25th September 2017 to enable this requirement to be tendered, which was an Admin Decision and not subject to call-in. This decision to award a contract at this value is an Admin Decision and is not subject to call in.
- 3.6.4 The procurement was conducted using the Council’s Intermediate Value Procurement procedure, published as an open opportunity.
- 3.6.5 The procurement was advertised on the Council’s tendering website, YORtender.co.uk and the Government Contracts Finder website.

3.7 Risk management

- 3.7.1 The contract risk will be managed by an appointed project manager who will implement a contract management plan and ensure compliance with governance arrangements.

4 Conclusions

- 4.1 The successful tenderer has demonstrated its ability to meet the Council's requirements and represents value for money.

5 Recommendations

- 5.1 In line with Contract Procedure Rule (CPR) 18, the Chief Officer Parks & Countryside is requested to approve the award of a contract to GSS (NI) Limited T/A PlotBox for a Cemeteries & Crematoria Admin System for a period of three (3) years, with options to extend for five (5) further periods of one year.

6 Background documents¹

- 6.1 Confidential Appendix 1- Detailed Price and Score Breakdown. This document is exempt under Access to Information Procedure Rule 10.4 (3).

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.