

Report of **End User Device Delivery & Exchange Manager**

Report to **Chief Digital Officer**

Date: **6th July 2018**

Subject: **Approval to award a contract to CDW Limited for the provision of end user compute break/fix services with an option to include ancillary services and goods relating to end user compute.**

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: Appendix number: 1	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. The Council has in place a contract for the supply and maintenance of goods and services, which includes a break/fix service for its end user compute estate (including desktop/laptops) and this contract expires on the 6th July 2018.
2. The Council conducted a procurement for (DN305140) Leeds City ICT Goods Supply, Maintenance, Disposal and Services Framework which was abandoned.
3. Due to the tender being abandoned there will be no contract in place from the 6th July for the provision of this critical maintenance service and, therefore, there is an urgent requirement to maintain a level of provision.

Recommendations

4. The Chief Digital and Information Officer is recommended to approve entering into a 1 (one) year contract with CDW Limited for the provision of end user compute break/fix services with an option to include ancillary services and goods relating to end user compute, to commence on the 9th July 2018 and expire on the 8th July 2019, with an estimated contract spend of £175,000.

1 Purpose of this report

- 1.1 This report seeks approval from the Chief Digital and Information Officer to enter into a 1 (one) year contract with CDW Limited for the provision of end user compute break/fix services with an option to include ancillary services and goods relating to end user compute, to commence on the 9th July 2018 and expire on the 8th July 2019.

2 Background information

- 2.1 The current contract for the Supply, Maintenance and Disposal of Goods and Services expires on 6th July 2018.
- 2.2 The Council conducted a procurement ((DN305140) Leeds City ICT Goods Supply, Maintenance, Disposal and Services Framework) which was abandoned.
- 2.3 Due to the tender being abandoned there will be no contract in place from the 6th July for the provision of this critical maintenance service and, therefore, there is an urgent requirement to maintain a level of provision.

3 Main issues

- 3.1 The Chief Digital and Information Officer took the decision to abandon the procurement for Leeds City ICT Goods Supply, Maintenance, Disposal and Services Framework procurement on 29th June 2018.
- 3.2 While the Councils requirements are re-tendered there is an urgent need for an interim arrangement to ensure the continuation of maintenance for its end user computer estate.
- 3.3 Should an interim arrangement not be put in place the Council would be unable to resolve hardware issues on devices (including desktop/laptops) which is highly likely to have a significant impact on the provision of Council services.
- 3.4 Contract Procedure Rule 9.2 requires at least four written tenders to be invited where there are sufficient number of providers. It is deemed there are only two providers that could realistically meet the requirements to mobilise the service in sufficient time as they already had a detailed understanding of the Councils requirements.
- 3.5 Only one tender was received from CDW Limited.

4 Corporate Considerations

4.1 Consultation and Engagement

- 4.1.1 The Procurement Manager, Section Head (Civil Litigation and Housing), Deputy Digital and Information Officer, City Strategic Sourcing Manager and Head of Operational Services have been consulted.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 There are no Equality and Diversity / Cohesion and Integration issues associated with this decision.

4.3 Council Policies and City Priorities

4.3.1 The provision of end user compute break/fix services underpins the delivery of the Councils Digital and Information Service which supports the delivery of ICT Policies and the Best Council Plan.

4.4 Resources and Value for Money

4.4.1 This contract is an interim arrangement while the Council considers the way forward in respect of its requirements and it will take a decision as to how those requirements should be addressed in due course.

4.4.2 This will be alongside other contractual arrangements, yet to be determined, for the provision of other requirements included within the abandoned framework.

4.4.3 The bid submitted by CDW was reviewed and the costs proposed were in line with expectations and budget.

4.5 Legal Implications, Access to Information and Call In

4.5.1 This is a Significant Operational Decision which is not subject to call-in.

4.5.2 In terms of transparency, it should be noted that case law suggests that the Council should always consider whether contracts of this value could be of interest to suppliers from other EU member states and, if it could, the opportunity should be subjected to a degree of advertising. It is up to the Council to decide what degree of advertising is appropriate. In particular, consideration should be given to the subject-matter of the contract, its estimated value, the specifics of the sector concerned (size and structure of the market, commercial practices, etc.) and the geographical location of the place of performance.

4.5.3 The Chief Digital and Information Officer has considered this and, due to the shortness of the contract term, its relatively low value and the fact that a re-procurement exercise for these services is to be undertaken is of the view that the scope and nature of the services is such that it would not be of interest to providers in other EU member states.

4.5.4 In making their final decision, the Chief Digital and information Officer should note the above comments and be satisfied that the course of action chosen represents best value for the Council.

5 Risk Management

5.1 A contract management plan will be put in place following award and the contract will be managed by the Exchange and End User Device Manager with Service Leadership Team oversight provided by the Head of Operational Services.

6 Conclusions

6.1 To ensure no disruption to the provision of end user compute break/fix services the Council should award a 1 (one) year contract to CDW Ltd.

7 Recommendations

- 7.1 The Chief Digital and Information Officer is recommended to approve entering into a 1 (one) year contract with CDW Limited for the provision of end user compute break/fix services with an option to include ancillary services and goods relating to end user compute, to commence on the 9th July 2018 and expire on the 8th July 2019, with an estimated contract spend of £175,000.

8 Background documents

- 8.1 None.