

Report of: Service Centre Manager

Report to: Chief Digital & Information Officer

Date: 14th August 2018

Subject: Contract Award – ITS200094: Ergonomic & Assistive Technology Products and Services Framework Agreement.

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 checked="" type="checkbox"/> Yes	<input 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. Appendix A to this report has been marked as exempt under Access to Information Procedure Rules 10.4 (3) on the basis that it contains information relating to the financial or business affairs of any particular person (including the authority holding that information) which, if disclosed to the public, would, or would be likely to prejudice the commercial interests of that person or of the Council. The information is exempt if and for so long as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information. In this case the report author considers that it is in the public interest to maintain the exemption.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

Summary of main issues

1. The Deputy Chief Digital & Information Officer approved the commencement of a procurement exercise on 17th November 2017 for the provision of an Ergonomic & Assistive Technology Products and Services Framework Agreement.
2. Following a procurement exercise run in accordance with both the Council's Contracts Procedure Rules and the Public Contract Regulations, this report seeks approval to award a Framework Agreement to Microlink PC (UK) Ltd for a period of four (4) years for the provision of Ergonomic & Assistive Technology Products and Services for the period 1st September 2018 to 31st August 2022.
3. The scope of the Framework Agreement includes:
 - Provision of an On-line Catalogue and Ordering Tool to support the ordering and supply of :
 - Ergonomic & Assistive Technology hardware products.
 - Assistive Technology software Training Courses.

- Supply of commercial off the shelf Assistive Technology software products
- Provision of an E&AT Products “Kit Bag” to assist staff in choosing the correct products to suit their individual needs.
- Technical Support & Consultancy Services.
- HelpDesk Support Services.

Recommendations

1. In line with Contract Procedure Rule (CPR) 18, the Chief Digital & Information Officer is requested to approve the award of a Framework Agreement to Microlink PC (UK) Ltd for a period of four (4) years for the provision of Ergonomic and Assistive Technology Products and Services for the period 1st September 2018 to 31st August 2022.

1 Purpose of this report

- 1.1 Following the evaluation of tenders received for the provision of an Ergonomic & Assistive Technology Products and Services, this report seeks approval to award a Framework Agreement to Microlink PC (UK) Ltd, Microlink House, Brickfield Lane, Chandler's Ford, Hampshire, SO53 4DP.

2 Background information

- 2.1 The contract is for the provision of Ergonomic & Assistive Technology Products and Services to be supplied under a Framework Agreement, which includes:
 - Provision of an On-line Catalogue and Ordering Tool to support the ordering and supply of :
 - Ergonomic & Assistive Technology hardware and software products.
 - Assistive Technology software Training Courses.
 - Supply of commercial off the shelf Assistive Technology software products
 - Provision of an E&AT Products “Kit Bag” to assist staff in choosing the correct products to suit their individual needs.
 - Technical Support & Consultancy Services.
 - HelpDesk Support Services.
- 2.2 The Council believes that there is an opportunity to improve the support and service offered to its staff and achieve greater value in this area through awarding a Framework Agreement specifically focused on the provision of E&AT Products and Services.
- 2.3 The Council has as strong commitment to offering equality of opportunity. Equality is about real freedom and substantive opportunity to live and work in the ways people value and would choose.
- 2.4 The Council's Digital and Information Service (DIS) works closely with the Council's Disabled Staff Network (DSN). The function of the DSN is to promote equality in the workplace and to identify and pro-actively seek improvements to the service provided by DIS to users in relation to the supply and support of E&AT Products and Services. It also acts to provide advice to managers and support to

those members of staff who require the use of these services. The award of this E&AT Products and Services Framework will support the Councils commitment to support these needs.

2.5 The Council is seeking a Contractor with the appropriate knowledge, experience and specialist skills to support and provide advice directly to those members of staff who use or may require the use of E&AT products and services, and who can add demonstrative value and deliver the required levels of service whilst driving cost savings through process improvements.

2.6 Among the anticipated benefits will be:

- The provision of a simple, more streamlined process for staff to order E&AT Products and Services;
- Improvements in supporting staff who require the use of E&AT Products and Services

2.7 The duration of the Framework Agreement awarded to Microlink PC (UK) Ltd is four (4) years.

2.8 The estimated value of the Framework Agreement is between £120,000.00 and £200,000.00

2.9 The evaluation panel comprised:

Louise Wilkinson – Service Centre Manager

Amy Suddick – Software Licensing Senior Manager

Yesrab Jumma – Research Analyst and DSN Network representative

Anil Parmar – Senior Business Partner

Karen Finch – Business Planning Team Leader

Laura Green – Project Support Officer and DSN Network representative

Nicola McLoughlin – Software Licensing and Change Manager

Ian Cawthorne – Health & Safety Manager

Chelsea Walker – IT Support Officer

Karan Brown – Health & Safety Advisor

Ben Fielding – Senior Technical Lead

2.10 The following tenderers submitted a response to the Council's Invitation To Tender (ITT), which was conducted in accordance with both the Council's Contracts Procedure Rules and the Public Contract Regulations. The ITT was published on the Yorkshire & Humberside procurement portal YORtender and advertised in the Official Journal of the European Union:

- Backcare Solutions
- Bennett Workplace Solutions
- Hands Free Computing
- Microlink PC (UK) Ltd
- Posturite Ltd
- Sight and Sound Technology

2.11 The tender from Backcare Solutions was rejected as they did not complete and return any of the required tender documents.

2.12 The tender from Sight and Sound Technology was rejected as they did not submit a fully completed Qualification Questionnaire

Main Considerations and reasons for contract award

2.13 The tenders from the remaining four suppliers were evaluated on both quality and price.

2.14 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	80	32	1100
3	Question 3	Scored	60	24	1100
4	Question 4	Scored	40	16	550
5	Question 5	Scored	50	20	550
6	Question 6	Scored	50	20	550
7	Question 7	Scored	50	20	550
8	Question 8	Scored	5	2	300
9	Question 9	Scored	50	20	550
10	Question 10	Scored	40	16	300

	Method Statement	Assessment Method	Maximum Points Available	Minimum Score Threshold	Maximum Word Count/Page Limit
11	Question 11	Scored	50	20	300
12	Question 12	Scored	35	14	300
13	Question 13	Scored	50	20	1100
14	Question 14	Scored	40	16	1100
15	Question 15	Not scored (for information only)	n/a	n/a	550

- 2.15 The points available for each method statement were related to how important that method statement was to the overall delivery of the contract.
- 2.16 Minimum overall quality thresholds were applied as set out in the table above.
- 2.17 Hands Free Computing, Microlink PC (UK) Ltd and Posturite Ltd all exceeded the minimum quality standards on all of the method statement questions.
- 2.18 Bennett Workplace Solutions failed to meet the minimum score threshold for all method statement questions.
- 2.19 The maximum amount of points available for price was 400.
- 2.20 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.
- 2.21 The Council has chosen not to divide this procurement into lots. The Council is seeking a single integrated solution and intends to appoint a single supplier who can offer the full range of goods and services. It has considered separate lots but concluded that the scope of requirements make it impractical and uneconomical. It would, therefore, not be appropriate to divide the Councils requirements into lots.
- 2.22 The list of tenderers and the reasons their tenders were not suitable, together with the overall price and quality scores for Microlink PC (UK) Ltd 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:

- Disabled Staff Network
- Strategic Sourcing Team, Digital and Information Service
- Assistive Technology colleagues operating within the Digital Information Service.
- Health and Safety Team
- ICT Sales Team operating within the Digital and Information Service
- Software Licensing Team operating within the Digital and Information Service

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 This project and contract award supports Leeds City Council's commitments and principles as set out in our Equality and Diversity Policy, and has the full support of both the Disabled Staff Network and the Supporting Staff at Work forum.

3.3 Council policies and best council plan

3.3.1 The award of the contract underpins the values in the Best Council Plan, plus the city's inclusive growth and health and wellbeing strategies, in particular "becoming a more efficient and enterprising council" and "reducing inequalities". 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, with contract award being based upon the Most Economical Advantageous Tender received, i.e. the best price-quality ratio.

3.5 The pricing submitted by Microlink PC (UK) Ltd was reviewed against all other tenders received and demonstrates value for money. Given the nature and scope of the Framework, the quality of the support and service provided to staff will also have a significant impact on the success and levels of performance of the contract. Through their tender submission and subsequent presentation of their proposal, Microlink PC (UK) Ltd also demonstrated a high level of knowledge, understanding and experience and that they possess the ability to meet the Council's service and support requirements.

3.6 Call-off contracts placed against this Framework will be subject to individual business cases and it is a requirement of the Framework for the successful tenderer to demonstrate against each project that the costs charged to the

Council are consistent with the pricing methodology and the catalogue pricing structure.

3.7 Legal Implications, access to information and call In

- 3.7.1 In line with the council's constitution the Chief Digital & Information Officer is authorised to make the decision to award this Framework Agreement to Microlink PC (UK) Ltd.
- 3.7.2 The information contained in Confidential Appendix 1 is considered confidential as this includes a detailed breakdown of tenderers scores and prices.
- 3.7.3 The Deputy Chief Digital & Information Officer approved a decision on 17th November 2017 to enable this requirement to be tendered, which was an Admin Decision and not subject to call-in. The decision to award a contract at this value is a Significant Operational Decision and is not subject to call in.
- 3.7.4 The procurement followed the Open Procedure of the Public Contract Regulations 2015 and a notice was advertised in the Official Journal of the European Union.
- 3.7.5 In addition, the procurement was advertised on the Council's tendering website, YORtender.co.uk and on the Government Contracts Finder website.
- 3.7.6 In accordance with the Public Contract Regulations 2015, a standstill period will be observed before the Framework contract is awarded.

3.8 Risk management

- 3.8.1 The Framework contract risk will be managed by an appointed contract manager who will implement a contract management plan. Individual call-off contracts placed against the Framework will have their own 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 Digital & Information Officer is recommended to approve the award of a Framework Agreement to Microlink PC (UK) Ltd for the provision of Ergonomic & Assistive Technology Products and Services for a period of four (4) years from 1st September 2018 to 31st August 2022.

6 Background documents¹

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.

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