



Report of: Corporate Records - Information Governance Lead
Report to: Director of Resources & Housing
Date: 20th April 2020
Subject: Approval to tender for a Framework for the supply of Scanning Services and Software

Are specific electoral wards affected? If yes, name(s) of ward(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Has consultation been carried out?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Will the decision be open for call-in?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, access to information procedure rule number: Appendix number:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Summary

1. Main issues

- The current framework with OASIS will expire on 26th September 2020 with no further options available to extend. To ensure compliance with Public Contract regulations 2015 and contract procedure rules a new procurement will be commenced to award a new contract for the next 4 years.
- Digital and Information Service (DIS) need to ensure that a comprehensive, effective, efficient and economic service is available to Leeds City Council and its Partners for the supply of Scanning Services and provision of software.

2. Best Council Plan Implications (see the [latest version of the Best Council Plan](#))

In order for the Council to undertake its work to meet the Best Council Plan it needs to be able to scan, update and maintain its document files in and electronic format across the Estate. Procuring an effective, best value, high quality, professional contract for scanning services to ensure best value for money is achieved and provides the council with the required support around data compliancy.

The provision of Scanning Services to the Council is key and underpins many of the national and local programs of work, examples such as:

1. *Unify workforce communications*

2. *Employee and managers self service*
3. *Workforce collaboration*
4. *Shared services*

5. *Location Independent working under Change in the Workplace.*

The Vision for the Council is to deliver better services to our citizens. In order to do this we need to have a more collaborative approach with our partners to access and share information easily. To achieve this we intend to digitise our paper records to allow greater usability of the information we hold, enabling us to redesign our information architecture to become more integrated and enable us to provide better outcomes for citizens.

3. Resource Implications

A compliant tender will be undertaken to ensure value for money, which will be benchmarked against current costs. To carry out a full procurement will represent best use of Council funds and resources. A change of such a key service provision requires an extensive procurement exercise and the support of the Information Governance Lead to resource and manage the implementation and any migration as necessary.

Recommendations

The Director of Resources and Housing is requested to approve the decision to tender for a new single service provider for Scanning Services and provision of software.

1. Purpose of this report

- 1.1 The purpose of this report is to seek approval to tender for a new framework agreement for the provision of Scanning Services and supporting software to the Council.

2. Background information

- 2.1 The current agreement was awarded to Box-It Ltd in 2016, which was subsequently acquisitioned by OASIS, therefore the contract was novated. The contract duration was four years with no option to extend.
- 2.2 The Framework will take the form of a catalogue of individually listed prices for services required, and allow for the pricing of specific unique requirements which will be based upon the agreed catalogue pricing structure.
- 2.3 This Framework is for the supply of Scanning Services and software. The Services to be provided against this Framework Agreement shall include but not be limited to:
 - Bulk scanning services
 - Specified level of scanning standards
 - Metadata creation, naming and indexing of images
 - Use of Optical Character Recognition software
 - Secure transportation of filing cabinets, files, records and documents

- Secure storage facilities for filing cabinets, files, records and documents
- Scan on demand services
- File retrieval and return service
- Disposal and destruction of filing cabinets
- Disposal and destruction of files, records and documents
- Provision of ad-hoc software requirements in support of the required services
- Provision of specialist scanning including microfiches and registrar services documentation.
- Scanning of incoming mail into the organisation

3. Main issues

3.1 The current contract agreement with OASIS is due to expire on 26th September 2020. A new contract is required for the provision of Scanning Services and supporting software to the Council and its Partners. This supports day to day operations and ensures delivery of key support services to stakeholders by the Council and its Partners.

3.2 It is envisaged that the new contract will be in place by the end of September 2020.

3.3 Once the scanning services framework has been approved, this can be accessed by any service in the council however, each service will be required to write and gain approval of a Business Case prior to any digitisation being undertaken as costings will vary depending on the nature of the work required.

3.4 Benefits

There are a number of business needs and benefits associated with the requirement for a scanning framework including:

- The need to rationalise / close a number of building assets, hence the need to reduce the amount of paper records;
- Reduce the amount of paper records on council premises – access to a scanning provision will encourage officers to manage information electronically leading to a gradual reduction in paper storage requirements, it therefore allows for the reduction of the councils leased and owned building assets across the city;
- Improve processes – Provision of improved repositories for documents and records will enable easier and more effective searching for information and will make savings in terms of time and cost for recording, searching, sharing and retrieving information;
- Providing new ways of working that will enable better business processes and efficiencies (e.g. these might typically include easier access to electronic files whilst officers are mobile and ‘in the field’);
- Supporting the values of Changing the Workplace principles and enabling people to access records digitally from home.

3.5 There are also information management compliance benefits associated with the requirement for the digitisation of paper records including reducing the risks of non-

compliance with the Data Protection Act / General Data Protection Regulation principles below:

- **Retention / Storage Limitation Principle:** – personal data held for too long will, by definition, be unnecessary and you are unlikely to have a lawful basis for retention. From a more practice perspective, it is inefficient to hold more personal data than you need, and there may be unnecessary costs associated with storage and security. The scanning of our paper records will enable us to challenge whether we are lawful required to maintain such records.
- **Security / Integrity and Confidentiality Principle:** - You must ensure that you have appropriate security measures in place to protect the personal data you hold. Whilst digitised records will require different types of security measures to be enforced (e.g. access rights) it will significantly reduce the risk of data loss through eliminating the need to manually transfer and paper records containing personal across the city to various offices/locations.

Overall better handling of our information will also enable us to be more responsive to and reduce the amount of time we spend searching for information requested as part of Freedom of Information (FOI) requests and Subject Access Requests (SAR's).

3.6 Costings

Under the existing framework agreement an approximate expenditure of £268,463.00 has been incurred for the provision of file scanning in the following areas to date:

Contracts	£7,800.00
Housing E Files	£120,000.00
Pensions Records	£30,000.00
BSC Employee Records	£17,600.00
Registrars	£25,000.00
Contaminated Land	£35,000.00
Bridges	£13,063.00
Adult Social Care	£5,000.00
Total Costs incurred	£268,463.00

The table below illustrates the types of invest to save opportunities that were realised as a result of the expenditure incurred in the projects stated above.

Cashable / Non Cashable	Comments	Efficiency realised
Cashable	Reduction in Housing Leeds assets (community hub programme) Contributed towards the release of Leonardo Building	Large Asset Release delivered
Cashable	Prevention of mileage claims collecting paper records from various sites – files now accessible digitally	Financial savings delivered

Cashable	Reduction in paper for printing	Financial savings delivered
Non cash releasing	Faster access to information leading to more efficient use of staff time	Efficiency delivered
Non cash releasing	Better management of paper records which are now digitised	Process Improvement / Compliance delivered
Non cash releasing	A consistent approach to corporate information management leading to consistent standards	Process Improvement / Compliance delivered
Non cash releasing	Better management of historic records including preservation	Process Improvement / Compliance delivered
Non cash releasing	Reduction in the risk of breaching Data Protection Act	Quality of Service / compliance delivered
Non cash releasing	More responsive to FOI requests as information can be found quicker and easier	Process Improvement / Compliance Under development
Non cash releasing	Information Security - Appropriate access and permission management controls and less movement of paper citywide.	Process Improvement / Compliance delivered

4. Corporate considerations

4.1 Consultation and engagement

4.1.1 As this is an ongoing requirement based on the existing scanning framework the DIS Strategic Sourcing Team and Head of Digital Change have been consulted on this occasion.

4.2 Equality and diversity / cohesion and integration

4.2.1 There are no issues relevant to Equality and Diversity/ Cohesion and Integration with this decision.

4.3 Council policies and the Best Council Plan

4.3.1 The Scanning Services function procured under this framework will underpin the delivery of Council Policies and the Best Council Plan.

Climate Emergency

4.3.2 The digitisation of paper records and processes will reduce the need for further production of paper records and enhance digital working. It will also result in the reduction of transporting documentation around the city from existing paper storage facilities.

4.4 Resources, procurement and value for money

4.4.1 As part of the contract award a requirement to provide full market benchmarking will be included to ensure full transparency on cost.

4.4.2 A compliant tender will be undertaken to ensure value for money, which will be benchmarked against current costs.

4.5 Legal implications, access to information, and call-in

4.5.1 This is a Key Decision and is eligible for call-in as expenditure under the contract and will exceed £500k.

4.5.2 The procurement of the contract will be conducted in accordance with the Public Contract Regulations 2015.

4.6 Risk management

4.6.1 The procurement process and risk will be managed by the DIS Strategic Sourcing team.

4.6.2 The contract agreement will be managed by an appointed contract manager in line with the contract management plans and any risks which are highlighted through the term of the contract will be managed and mitigated through regular account management/supplier review meetings.

5. Conclusions

5.1 Due to the current document Scanning Service and provision of Software contract expiring, a new single supplier is required to provide a compliant route to market to meet the Councils requirements for the next 4 years. The estimated total cost of the framework contract will be up to £2 million pounds sterling, dependent upon utilisation.

6. Recommendations

6.1 The Director of Resources and Housing is requested to approve the decision to tender for a new single service provider for Scanning Services and provision of software.

7. Background documents¹

7.1 None.

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.

