

Approval to utilise the Crown Commercial Services (CCS) Framework RM3808 and carry out a further competition for the provision of Mobile Voice & Data Services.

Date: 27/10/2021

Report of: Exchange and End User Device Manager

Report to: Director of Resources

Will the decision be open for call in? Yes No

Does the report contain confidential or exempt information? Yes No

What is this report about?

Including how it contributes to the city's and council's ambitions

- This report is seeking approval to carry out a further competitive tender exercise under Lot 6 of the CCS Framework RM3808 for the provision of mobile voice and data services, devices, technical, professional and managed services together with related/ancillary items.
- The procurement exercise will be conducted by Leeds City Council on behalf of itself and city partner organisations (NHS Leeds CCG).
- The contract awarded as a result of this procurement exercise will contribute to the city's and council's ambitions by:
 - strengthening digital and data 'Smart City' infrastructure, and;
 - through the provision of better services to the citizens of Leeds as part of the 100% Digital Programme, it will provide access to digital technology, thereby increasing digital inclusion to as many citizens as possible.

Recommendations

- a) The Director of Resources is recommended to approve the use of CCS Framework RM3808 to enable the council to carry out a further competition under Lot 6 the Framework for the provision of mobile voice and data services, devices, technical, professional and managed services together with related/ancillary items.

Why is the proposal being put forward?

- 1 The council's current contract with Virgin Media Business Ltd (now merged with O2) for the provision of mobile voice and data services ends on 31st January 2022. There are no options to extend the contract. For the council to continue to have mobile voice and data services, there is a need to award a new contract.

- 2 The council's current contract covers use of approx. 15,000 SIM cards distributed in mobile phones, tablets, 4G dongles/MiFi devices, lifts, CCTV cameras and bus lane cameras across the region. Spend against the current mobile voice and data services contract, awarded for period 1st February 2019 to 31st January 2022 is in the region of £2,000,000.
- 3 The council also currently has a separate contract with Telefonica O2 UK for a Device Lending Scheme which is due to expire in December 2022. This contract was awarded in January 2020 and provides tablets (iPads) for use by digitally excluded adults in order to build their confidence and help them to get online, meaning they can be better informed, more independent and less isolated, however, since its initial rollout, it has been found that the contract is not now sufficiently flexible in its offerings and no longer meets the ambitions and future aspirations of the 100% Digital Leeds Programme. As this is a separate contract, and demand for this service varies, the costs for data use are higher than those on the current mobile voice and data services contract.
- 4 It is anticipated that by carrying out a competitive tender exercise combining the requirements for both mobile voice and data services and device lending services will generate cost and resource savings for both the council and its city partners.
- 5 The contract to be awarded will be for a period of three (3) years, which is the maximum award period allowable under Lot 6 of the Framework. It is anticipated that the award of a new contract will have a total value in the region of £1.6m.

What impact will this proposal have?

Wards affected:

Have ward members been consulted?

Yes

No

- 6 No wards will be affected by this proposal.

What consultation and engagement has taken place?

- 7 Full engagement has taken place with the council's Digital Inclusion Manager as part of the 100% Digital Leeds Programme.
- 8 Consultation has also taken place with key stakeholders and partners across the city and with the council's Integrated Digital Service, who will carry out the procurement exercise on their behalf.

What are the resource implications?

- 9 Resource implications are unknown at this time and will depend on the outcome of the procurement exercise. As part of the tender evaluation and decision making process, all costs of change will be taken into account with a final decision to award any contract being taken on whole life costing.
- 10 The Council's Integrated Digital Service will work with key stakeholders within the council and its city partners to procure the most beneficial and appropriate services to meet requirements.

What are the legal implications?

- 11 Approval to carry out a procurement exercise at the value indicated in this report is a Key Decision and is open for call-in. There are no grounds for keeping the contents of this report confidential under the Access to Information Rules.

- 12 As the proposed estimated value is above the relevant threshold set out in the Public Contracts Regulations 2015, the proposal to carry out a further competition under Lot 6 of CCS Framework RM3808 is both a legal and viable method to undertake a competitive procurement.
- 13 In making their decision the Chief Digital & Information Officer should be satisfied that the use of the proposed procurement route to select the provider will represent value for money.

What are the key risks and how are they being managed?

- 14 There is a potential risk to the disruption of service provision if the result of the procurement exercise necessitates a migration to a new service provider, however provisions for this will be managed between the council and the successful tender by drawing up a detailed implementation plan at the point of contract award.
- 15 Any other risks which are highlighted during the term of the contract will be managed and mitigated through regular account management/supplier review meetings.

Does this proposal support the council's three Key Pillars?

- Inclusive Growth Health and Wellbeing Climate Emergency

16 N/A

Options, timescales and measuring success

What other options were considered?

- 17 The council has considered carrying out an open tender in accordance with the Public Contract Regulations 2015, however the decision to utilise the existing CCS Framework RM3808 and carry out a further competition against Lot 6 of the Framework was determined to be the most appropriate and expedient route to procure the services required.

How will success be measured?

- 18 Success will be measured by:

A reduction in operational costs for both the council and its city partners;
Provision of more flexible Digital Inclusion offerings for the citizens of Leeds

What is the timetable for implementation?

- 19 Implementation for the provision of services will commence immediately after contract award, but no later than 31st January 2022.

Appendices

20 None.

Background papers

21 None.