

Approval to award a Framework Agreement to Bennett Workplace Solutions Ltd for the provision Ergonomic and Assistive Technology Products and Services.

Date: 20th July 2022

Report of: Service Centre Team Leader, Cloud & Platforms

Report to: Chief Digital & Information Officer

Will the decision be open for call in? Yes No

Does the report contain confidential or exempt information? Yes No

Brief summary

- The purpose of this report is to document the procurement and tender evaluation processes that were undertaken in accordance with the Public Contract Regulations 2015 and the Council's Contracts Procedure Rules (CPR's) to identify the preferred contractor for the provision of a new Ergonomic and Assistive Technology Products and Services Framework Agreement (E&AT FW).
- This report seeks approval from the Chief Digital & Information Officer to award a Framework Agreement to Bennett Workplace Solutions Ltd.
- The Framework Agreement will support and contribute to the delivery of the following council policies and priorities:
 - Spending Money Wisely - making the best use of our resources which includes our people, money and digital capabilities
 - Continuous improvement and innovation

Recommendations

- a) The Chief Digital & Information Officer is recommended to approve the award of a Framework Agreement to Bennett Workplace Solutions Ltd for the provision of Ergonomic and Assistive Technology Products and Services for a period of four (4) years from 1st September 2022 to 31st August 2026.
- b) The estimated total spend over the life of the four year agreement will be approximately £420k, although it should be noted that the total spend will depend on the number of products and services procured during the term of the agreement, so may vary up or down.

What is this report about?

- 1 The Council currently has a Framework Agreement in place - DN307454 - ITS200094 for the provision of Ergonomic and Assistive Technology Products and Services. This agreement ends on 31st August 2022 with no options to extend.
- 2 Following approval given by the Chief Digital & Information Officer on 18th January 2022, a competitive tender exercise was undertaken for the provision of a E&AT FW , for a period of four (4) years with no further options to extend. This was carried out via YORtender as an Open tender exercise.
- 3 The overall scoring process was on a consensus basis and managed by the Council's Integrated Digital Service (IDS) Strategic Sourcing Team. The evaluation panel comprised of:
 - Service Centre Team Leader, Cloud & Platforms, Resources Directorate
 - IT Support Officer - Software Licencing, IDS Business Services, Resources Directorate
 - Software Licencing Senior Officer, IDS Business Services, Resources Directorate
 - Strategic Services Support Officer, Business & Planning, Resources Directorate
- 4 Tenders were assessed on a 60% quality and 40% price split and the points available for each method statement were related to how important that method statement was to the overall delivery of the products and services being contracted for. 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.
- 5 Four (4) tenders were received. Bennett Workplace Solutions Ltd were the highest scoring tenderer based on quality/price combination. A summary of the quality and price scores for both tenderers can be found in Confidential Appendix 1.

What impact will this proposal have?

- 6 No detrimental impact is anticipated from continuing this goods and service provision.
- 7 The Council has as strong commitment to offering equality of opportunity. Equality is about real freedom and substantive opportunity to live in the ways people value and would choose. The Council's commitment to equality and diversity in the workplace is set out in our key documents:
 - the Business Plan
 - the Aspirational Culture
 - Core Management Standards
 - Social Model of Disability
- 8 IDS works closely with the Council's Disability and Wellbeing Network (DAWN). The function of DAWN is to promote equality in the workplace and to identify and pro-actively seek improvements to the service provided by IDS 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.
- 9 This Framework Agreement provides specialist Ergonomic and Assistive Technology (E&AT) Products and Services and takes the form of a catalogue of individually listed prices for a range

of E&AT products and services. The Framework Agreement also allows for the pricing of specific unique requirements which will be based upon the agreed catalogue pricing structure which includes (but is not limited to):

- Supply of E&AT Hardware products.
- Supply of commercial off the shelf AT Software products.
- Provision and delivery of Training Courses.
- Technical Support & Consultancy Services.
- Helpdesk Support Services.
- Workplace Assessments

How does this proposal impact the three pillars of the Best City Ambition?

Health and Wellbeing

Inclusive Growth

Zero Carbon

10 This proposal supports the council's three Key Pillars by making the best use of our resources. In particular our digital capabilities, by maximising the use of tools and technology to improve and transform the way the council and it's employee's works in an effective manner.

What consultation and engagement has taken place?

Wards affected:

Have ward members been consulted?

Yes

No

11 There is no direct impact on Wards resulting from this decision.

12 As this is an ongoing requirement based on the existing framework, consultation has taken place with the IDS Strategic Sourcing Team and relevant IDS Operational Services staff.

What are the resource implications?

13 There are no resource implications associated with awarding a Framework Agreement for the provision of E&AT products and services.

14 The tender submitted by Bennett Workplace Solutions Ltd will deliver the outcomes required for this project and are considered to represent value for money.

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

15 The Framework Agreement will be managed by an appointed contract manager and a contract management plan will be put in place. Any risks which are highlighted through the term of the agreement will be managed and mitigated through regular account management/supplier review meetings.

What are the legal implications?

16 The decision to award a Framework Agreement to Bennett Workplace Solutions Ltd at an estimated value of £420k is a Significant Operational Decision and not subject to call in.

17 The procurement followed the Open Procedure of the Public Contract Regulations 2015. In addition, the procurement was advertised on the Council's tendering website YORtender and the Government Contracts Finder website.

- 18 In line with the Council's constitution the Chief Digital & Information Officer is authorised to make the decision to award this Framework Agreement to Bennett Workplace Solutions Ltd.
- 19 The information contained in Confidential Appendix 1 is considered confidential as this includes a detailed breakdown of tenderers scores and prices.
- 20 In accordance with the Public Contract Regulations 2015, a standstill period will be observed before awarding the Framework Agreement.

Options, timescales and measuring success

What other options were considered?

- 21 The Council believes that there is an opportunity to improve the 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 to a Contractor with the appropriate knowledge, experience and specialist skills relating to E&AT Products and Services. The Council is seeking a Contractor who can add demonstrative value and deliver the required levels of service whilst driving cost savings through process improvements.
- 22 Equally, given the reductions in staffing, the Council requires a light-touch approach to the day-to-day relationship by contracting with an E&AT Contractor who can provide support and specialist E&AT knowledge directly to those members of staff who use or may require the use of E&AT products and services.
- 23 The chosen E&AT Contractor will therefore be required to demonstrate excellent assessment and customer service skill in advising staff about "best fit" technology to meet their individual needs in line with the Council's values.

How will success be measured?

- 24 The Framework Agreement includes measurable KPI's and SLA's. Regular account management/supplier review meetings will be held throughout the duration of its term to assess and review Bennett Workplace Solutions Ltd performance against these measures.

What is the timetable and who will be responsible for implementation?

- 25 Mobilisation and implementation of the Framework will take place during August 2022 in readiness for go-live from 1st September 2022.

Appendices

- Confidential Appendix 1 – Tender Award Summary - this document is exempt under Access to Information Procedure Rule 10.4 (3).

Background papers

- None.