

TO: DIRECTOR OF ENVIRONMENT CULTURE & COMMUNITIES
6 OCTOBER 2017

LIBRARY SELF SERVICE AND TECHNOLOGY ASSISTED OPENING
IT Support Hub Manager

1 PURPOSE OF REPORT

- 1.1 To seek approval to award the contract for the provision of self service kiosks and technology assisted opening in Bracknell Forest libraries

2 RECOMMENDATION(S)

- 2.1 That the contract for self service kiosks and technology assisted opening is awarded to Tenderer X.

3 REASONS FOR RECOMMENDATION(S)

- 3.1 Although Tenderer X costs were not the cheapest quote, the quality of their kiosks, security gates and handheld scanners far exceeded the lowest price quote. In particular the kiosks were missing key functionality such as the ability to cancel reservations and clear customer instructions that impact the customer experience.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 Alternative options were considered as part of the transformation review of the library service. The technology solution was the option approved by Council.

5 SUPPORTING INFORMATION

- 5.1 The specification was developed based on an in-house managed solution however an option was provided for suppliers to quote for both in-house and hosted solutions. None of the suppliers quoted for a hosted option.
- 5.2 Due to the limited number of potential suppliers the procurement method was a single stage open process. This contract was advertised using OJEU, the South East Business Portal and Contracts Finder.
- 5.3 A total of three responses were received. All responses were considered valid tenders so all three suppliers were asked to undertake supplier presentations.
- 5.4 Responses were received from three tenderers.
- 5.5 The suppliers were scored against a set of quality criteria which accounted for 40% of the overall score. The total costs of the tenders over the initial contract period of four years accounted for 60% of the total score.
- 5.6 Financial checks were carried out on all three tenderers and were acceptable following clarification.
- 5.7 Supplier presentations were scenario based and completed by the 12th July 2017. Following these, the decision was taken not to undertake further site visits.

Decision Notice for Publication

- 5.8 It was the self service kiosks and handheld scanners that produced the largest differences in quality scores.
- 5.9 The total cost, final quality, overall scores and the ranking are contained in the confidential **Annexe A**, which is restricted as the detail contained within is commercially sensitive.
- 5.10 The contractual terms issued with the tender have been agreed by Tenderer X who has been accommodating throughout the tender process.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 As the contract value is in excess of the threshold for publication of a supplies and services contract under the Public Contracts Regulations 2015, the tender was advertised under OJEU and all other statutory advertising and competition requirements have been followed. Once the award decision has been made the Council is required to serve a Contract Award Notice on the bidders confirming the preferred bidder. This will be followed by a statutory standstill period of at least 10 days before the Contract can be signed.

Borough Treasurer

- 6.2 The total cost of the preferred bidder, whilst not the lowest, is within the approved capital budget.

In addition to the capital element of the project, various additional revenue costs are raised within the report. These costs will be taken into consideration when calculating the transformation savings from Libraries.

Equalities Impact Assessment

- 6.3 An Equalities Impact Assessment has been completed for this service and approved by the service efficiency group as part of the procurement plan.

Other Officers

- 6.4 Derek Fitz-Gibbon – Principal Procurement Officer
Helen Pennington – Head of Finance ECC

7 CONSULTATION

Principal Groups Consulted

- 7.1 The tenders were evaluated by a team of seven officers from Library Services, Business Systems, Corporate IT and Property Services

Background Papers Procurement Plan

Contact for further information

Mandy Bates, Environment Culture & Communities - 01344 351236
mandy.bates@bracknell-forest.gov.uk