

29 January 2020

Report of	Assistant Director, Corporate and Improvement	Author	Kieran Johnston ☎ 507880
Title	Request for Delegated Authority to Agree the Award of Contract		
Wards affected	All wards		

1. Executive Summary

- 1.1 The majority of the Councils desktop IT equipment has been in place for over 5 years and is now reaching or has passed its supportable, operational life and will need to be changed. The current desktop infrastructure comprises of WYSE Thin Terminals on desks which are used for logging into our Virtual Windows 10 desktop. Laptops for staff are purchased by service areas from service budgets, as needed, on an ad-hoc basis.
- 1.2 The current approach means that:
 - not all staff and members who would benefit from having a laptop have one;
 - the quality, age and appropriateness of laptops used by staff varies greatly;
 - there is a significantly inferior experience for staff who log into Windows 10 through a WYSE box and those who use a laptop to access systems directly or to “stream” applications such as our finance system;
 - there is regular spend from service revenue budgets on devices but no formal rolling plan for ICT equipment refresh
- 1.3 ICT has investigated various solutions to replace the old hardware, looking at equipment that works with the current ICT strategy and allows us to all work independently of a Corporate network; supporting our organisational workforce strategy and strategic aims. Leasing of devices has been identified as the preferred approach as it provides best value, delivers a fully managed service, and removes the overheads associated with the lifecycle of buying, maintaining and disposing of owned equipment.
- 1.4 The Council is looking to undertake a procurement exercise to enter into a fully managed lease for a standardised catalogue of modern devices with the aim of rolling out new desktops PCs and Laptops to all staff during the early part of 2020/21 financial year. The proposed contract term is 6 years with an automatic device replacement point at the end of year 3. It is anticipated that the whole life contract value will be in excess of £500,000.

2. Recommended Decision

- 2.1 To delegate responsibility to the Portfolio Holder for Customer, in consultation with the Assistant Director, Corporate and Improvement Services, for approval of the award of contract to the Recommended Bidder for the supply and management of the leased ICT devices.

3. Reason for Recommended Decision

- 3.1 The council needs to invest to replace aging desktop and laptops. The proposed leasing approach enables the council to refresh and standardise equipment for managed monthly costs; ensuring always up to date, secure devices that are managed and secure, and support the Council's stated ways of digital working.
- 3.2 Delegation of the decision to the Portfolio Holder enables the Council to proceed in line with proposed timescales for procurement.

4. Alternative Options

- 4.1 There is no nil cost, nil investment option as the existing equipment is end of life and requires replacement. Replacing existing devices on a 'like for like' basis would not enable the modern way of working, nor provide value. Replacing on a like for like basis would still carry a significant investment.
- 4.2 The Council could procure new devices rather than enter into a fully managed lease agreement, however this approach would bring no value in terms of supply, maintenance, whole life cost, or service.

5. Background Information

- 5.1 Our Service Desk and Asset Management software reports that we currently have 525 WYSE Boxes and 575 laptops within Colchester Borough Council, NEPP and CCHL. 335 of these WYSE boxes are in Rowan House with 55 allocated to home users and the others spread across the other corporate locations.
- 5.2 The contract will be procured following a Public Contracts Regulations 2015 compliant process and in accordance with the Council's Contract Procedure Rules and Procurement Strategy.
- 5.3 The Public Services (Social Value) Act came into force on 31 January 2013. The act requires that public authorities consider wider social and environmental benefits when they choose suppliers, rather than basing commissioning decisions solely on price and quality. The Council considers things such as apprenticeships, tenant training and work experience, reducing the impact on the environment and supporting community projects all good examples of providing social value.
- 5.4 Any new contract awarded will be robustly managed and controlled; ensuring value for money, performance against KPIs, and end user satisfaction.
- 5.5 There are a number of benefits to the proposed approach and these include:
 - 5.5.1 Fully managed devices mean each device is secure, compliant and easier to support.
 - 5.5.2 Next day fix in the event of an issue means downtime is kept to a minimum. As all devices are the same, an instant swap out can be offered if we hold spares.
 - 5.5.3 ICT staff that are currently utilised to order, procure, set up, fix and support laptops can be more usefully engaged in proactive application user support; enabling us to meet service expectations
 - 5.5.4 A limited selection of devices using a standard build and image means that application compatibility and issue resolution is simpler and more streamlined

- 5.5.5 Equality and consistency of device is good for morale, equitable and easier to support. Availability of tools and equipment are often raised as concerns in staff surveys and this approach will address this
- 5.5.6 Laptops enable staff to work flexibly and can be much quicker to use than working in our virtual Windows 10 environment.

6. Equality, Diversity and Human Rights implications

- 6.1 Through the Procurement Strategy, staff ensure that all procurement and purchasing documentation recognises, understands and supports CBC policies with regard to equal opportunities, diversity and human rights.

7. Strategic Plan References

- 7.1 The Strategic Plan sets out clearly the Councils priorities. All the services and projects delivered by staff are supported and enabled by the ICT equipment they use. The provision of modern, appropriate devices therefore contributes directly to supporting delivery of the Strategic Plan 2018-2021 priorities

8. Consultation

- 8.1 Staff and managers have been engaged and actively involved in defining the standard catalogue of devices.
- 8.2 Staff feedback in surveys has highlighted that access to suitable ICT equipment is seen as a priority requirement.

9. Publicity Considerations

- 9.1 No external publicity considerations

10. Financial implications

- 10.1 The value of the contract is such that it requires approval by Cabinet and will be awarded subject to a compliant procurement process. Successful delivery of the programme will mean efficiencies that have already been accounted for are delivered.
- 10.2 Provision for the cost of the proposals set out in this report has been included in the 2020/21 budget report considered elsewhere on the Cabinet agenda.

11. Health, Wellbeing and Community Safety Implications

- 11.1 Through this contract the Council will ensure that staff have access to equipment that improves their working experience and enables them to work flexibly.

12. Health and Safety Implications

- 12.1 All equipment provided, and desktop set ups will meet the Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002

13. Risk Management Implications

- 13.1 By following a procurement process that is compliant with the Public Contracts Regulations 2015 and by implementing the controls and recommendations as set out in this report, the Council is seeking to mitigate against any potential risks or challenges.

14. Environmental and Sustainability Implications

- 14.1 The leasing approach supports the Council's commitment to becoming carbon neutral by 2030 as it replaces our older, less efficient devices and enables all staff to connect directly to our Azure, cloud-based environment which is significantly more efficient than a local datacentre
- 14.2 Leasing devices provide the supplier with an incentive to provide equipment that lasts for the 3 year term of each lease period and therefore fits with the 'repair' ethos of sustainability rather than the default 'replace' option under current arrangements