
Decision maker:	Director for economy, communities and corporate
Decision date:	11 July 2017
Title of report:	Device replacement strategy
Report by:	Assistant director communities

Classification

Open

Key decision

This is not a key decision.

Wards affected

Countywide

Purpose

To obtain approval to procure 'end user devices' inclusive of desktops, hybrid laptops and laptops, ancillary support services including; pre-build and configuration service, bonded storage using the Crown Commercial Services (CCS) Framework Agreement – Technology Products RM3733.

Recommendation(s)

THAT:

- (a) utilising the CCS Technology Products Framework Agreement to procure laptops, desktops PCs and peripheral devices, not exceeding a budget envelope of £230k;**

- (b) the breakdown of purchased products will be determined based on age of existing equipment and to support agile working.**

Alternative options

- 1 The council could elect to continue to support an increasingly aged hardware estate.

This is not recommended as the disadvantages of doing this are:

- a) an end user laptop or desktop device enables a user to interact with critical council applications. Old equipment is generally of a specification which is below the minimum standard for the modern applications which run on it. This often results in poor performance and devices becoming frequently unresponsive to the user.
 - b) devices within the current desktop and laptop estate have previously been supported with a 4 or 5 year hardware warranty. The devices scheduled for replacement will be of an age where they are out of warranty, unsupported and prone to failure.
 - c) older devices have high failure rates. This drives activity in ICT (to manage device repair and replacement) and impacts on productivity while devices are repaired.
 - d) equipment subject to poor performance will impede the relationship between the user and the critical council applications which holds citizen information and facilitates service delivery to the public (Mosaic, Tribal, Civica, Unit 4 Business World, e-mail).
- 2 The council could undertake its own tender process without going through the Crown Commercial Services framework.
- a) This is not recommended. The use of collaborative frameworks is recommended best practice, particularly for standard products such as ICT equipment. CCS frameworks have been successfully used by many public sector entities and have a good track record of providing successful procurement solutions and value for money. As a result it is unlikely that the council undertaking its own tender process would secure an improved outcome and would require more time and additional resources.

Reasons for recommendations

- 3 To ensure the most competitive price for goods and services a tender exercise will be carried out outlining the council's requirements for 2017/18 and with the option for further purchases in 2018/19. The precise number of devices will be determined by the operational needs of Herefordshire Council at the time of purchase and final pricing but will be subject to an overall cost ceiling.
- 4 It is recommended that devices are replaced after a maximum of five years and the devices being replaced under this programme will be the oldest, enabling Herefordshire Council to maintain a device estate under five years old. After this time severe issues are encountered in terms of:
- a) Hardware failure
 - b) Operating system compatibility
 - c) Device performance
- 5 Standard laptop devices that are compatible with the current Dell docking station estate in use across the majority of the council will be purchased via a further competition under the CCS Technology Products Framework Agreement.

Key considerations

- 6 In the period to March 2018 it is planned to replace as many devices as funding will allow. The devices to be replaced will have reached the end of their useful maintainable life. The cost of replacements will total no more than £230k.
- 7 The devices will support agile working and it is expected that devices will generally be standard laptops and docking stations where additional docking stations are required but with PCs purchased where necessary. The exact requirements will be determined in conjunction with the BWoW working group.
- 8 A Crown Commercial Services framework (RM3733) will be used for this procurement. Submission will be evaluated on price and quality. The supplier with the highest scoring bid will be recommended to the above named nominated officer for awarding the contract.
- 9 User testing has identified key considerations with regard to the specification of new devices:
 - a) Weight is an important characteristic for new laptops with a maximum weight of 1.6kg preferred for a portable device.
 - b) Boot up time has a significant impact on productivity. Rapid boot up is enabled by a solid state or hybrid hard drive rather than a traditional mechanical model.
 - c) A minimum battery life, when new, of 5+ hours facilitates mobile working.

These requirements will form part of the evaluation of devices submitted during the tender process.

- 10 Herefordshire Council has now purchased a number of universal docking stations which can be used by staff with any make or model of laptop. It is recommended that where new docking stations are required additional universal docking stations are purchased as part of this procurement process.
- 11 There are currently approximately 1000 Dell docking stations in use within Herefordshire Council offices and replacement of all existing docking stations will result in an estimated cost of £80,000. So that this cost is not incurred devices that are compatible with the existing docking stations will be procured.

Community impact

- 12 The recommendations ensure that the council continues to make best use of the resources available to it in order to meet the council's priorities.

Equality duty

- 13 These proposals solely relate to IT technical infrastructure and do not impact any of the protected characteristic groups. Should users of the technology require any special adaptations to support access by disabled people, these will be procured through separate arrangements. The devices will run Microsoft Windows which

contains a number of accessibility features.

Financial implications

- 14 The cost of replacement is estimated at £230k and can be funded from the capital IT PC replacement budget which was initially approved by full council as part of the capital programme in December 2015, and again in December 2016 at this value and is otherwise unallocated.

Legal implications

- 15 If the proposed supplies and ancillary services are within the boundaries outlined above, then use of the CCS Framework RM3733 would ensure compliance with both the Council's Contract Procedure Rules and the Public Contracts Regulations 2015.
- 16 The Council must comply properly with the rules of the framework (e.g. ordering procedures, use of contractual and other documents etc.).
- 17 If officers require any assistance with any of the contractual documentation, they should consult with Legal Services. However, there is little scope for any amendments to the existing documentation.
- 18 In relation to the proposed award to Dell under paragraph 5 of this report, the Council may make a direct award (i.e. a negotiated procedure without prior publication) if appointment of an alternative supplier would create 'incompatibility or disproportionate technical difficulties' (regulation 32(5)(b) of the Public Contracts Regulations 2015). Legal Services are instructed by officers that this requirement is met.

Risk management

- 19 If the recommendations of this report are not followed as outlined above, there is a risk of loss of service provision to the public. There will also be implications with regards to functionality of these devices, which will impair the user's ability to integrate with software applications provided to support their role within the organisation.

Consultees

- 20 None.

Appendices

- 21 None identified.

Background papers

- 22 None identified.