

Record of officer decision

Decision title:	Device Replacement Programme
Date of decision:	2 October 2019
Decision maker:	Assistant Director Corporate Support
Authority for delegated decision:	Herefordshire Council's Constitution (19 May 2017) Scheme of Delegation, Part 3: Section 7 – Officer Functions: 3.7.5 Operational decisions. Chief Executive Scheme of Delegation to Officers (updated 1st April 2019), point 75 ICT Commissioning and Strategy to Assistant Director Corporate Support.
Ward:	Countywide
Consultation:	None
Decision made:	Award of contract to Specialist Computer Centre PLC for purchase of 133 laptop devices, docking stations and labour costs for no more than £123k.
Reasons for decision:	<p>Full council agreed capital on 15 February 2019 (link) for Laptop/PC Replacement Programme for 2019/20 spend. The replacement programme is also in the council's Digital Strategy (link) to support mobile and flexible working as part of the workforce strategy.</p> <p>As part of the “better ways of working” to enable council employees to work flexibly the approach is to move away from desktop PCs for each member of staff having use of a laptop (unless desktop retained for reasonable adjustment). Also, it is recommended that devices are replaced after a maximum of five years. After this time severe issues are encountered in terms of hardware failure, operating system compatibility and device performance.</p> <p>A tender was completed via an ITQ run via Crown Commercial Services Framework and the prices submitted by suppliers were then compared to those received under the HTE Framework with the latter being the more favourable. The frameworks will compare prices between companies to assess the best prices.</p> <p>Wye Valley Trust awarded a contract to Specialist Computer Centre ref Framework HTE-01527.1 which allowed for other organisations to procure devices at the same prices, this included Herefordshire Council.</p> <p>Unit costs were based on: Laptop Dell Latitude 5400 @ £729.48 each Labour costs per device @ £100.00 Lenovo Docking Stations @ £82.51</p>
Highlight any associated risks/ finance / legal /equality considerations:	<p>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.</p> <p>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 integration with software applications provided to support functions within the organisation.</p>

<p>Details of any alternative options considered and rejected:</p>	<p>The council could elect to continue to support an increasingly aged hardware estate. This is not recommended as the disadvantages of doing this are:</p> <ul style="list-style-type: none"> a. An end user laptop or desktop device enables staff 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 now out of warranty, unsupported and prone to failure. c. Older devices have high failure rates. This increases demand on the IT services (to manage device repair and replacement) and impacts staff productivity while devices are exchanged. d. Devices which are subject to poor performance will have an impact on staff's experience of using critical council applications which hold citizen information and facilitates service delivery to the public (Mosaic, Tribal, Civica, Unit 4 Business World, e-mail) and could lead to a deterioration in customer service performance. <p>The council could undertake its own tender process without going through the frameworks though this is not recommended. The use of collaborative frameworks is recommended best practice, particularly for standard products such as IT equipment. Also linked to the Wye Valley Trust contract to Specialist Computer Centre via HTE Framework adds value in terms of purchase volume.</p>
<p>Details of any declarations of interest made:</p>	<p>None</p>

Signed..... Date: 2.10.19