

# Public Document Pack

## Officer Decisions

Friday, 11th November, 2022

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Date Published: Friday, 11th November, 2022  
Denise Park, Chief Executive

## RECORD OF DECISION TAKEN UNDER DELEGATED POWERS OUTLINED IN THE CONSTITUTION – Part 3 Section 16



**DELEGATED  
OFFICER DECISION  
TAKEN BY:**

**Paul Fleming, Strategic Director of  
Resources**

**PORTFOLIO AREA:**

Digital and Customer Services

**SUBJECT: Award of contract for MFD's**

### 1. DECISION

That the Strategic Director of Resources approves the award of the contract for the provision of MFD's to the Council to the highest scoring bidder, Ricoh UK Ltd for a five year period.

### 2. REASON FOR DECISION

A Multi-Function Device (MFD) combines printing, scanning and copying facilities into a single device. The Councils core site MFD's contract is at an end with devices now at the end of their lifespan, the central print management software is also end of life and needs to be replaced.

A further competition was undertaken through the Crown Commercial Services MFD framework with 9 suppliers being invited, with 6 responses being received, a breakdown of the scores is below;

	Ricoh	Supplier B	Supplier C	Supplier D	Supplier E	Supplier F
Quality (30%)	22.32	19.16	22.10	22.44	18.52	21.97
Environmental (5%)	4.8	4.2	3.8	4.6	4	3.8
Social Value (15%)	3.6	0.6	3.6	4.8	1.2	6
Cost of ownership (50%)	50	46.61	41.66	38.39	36.2	40.53
<b>Total</b>	<b>80.72</b>	<b>70.56</b>	<b>71.16</b>	<b>70.23</b>	<b>59.92</b>	<b>72.30</b>

Tenders were evaluated using a method known as MEAT (Most Economically Advantageous Tender) with the recommendation from the panel that the contract be awarded to Ricoh UK Ltd as they had the highest score.

Currently, devices at outlying sites are standalone and are not linked through to the central system which users access with their Council ID badges. The awarded tender includes for these to be installed on the replacement devices at outlying sites, this will allow staff to print from other locations without IT intervention.

As part of their social value response Ricoh will be providing £2,000 of outsourced print to support the Blackburn with Darwen Council's jury on the climate change crisis and a further £2,000 of outsourced print to support any well-being within our boundaries.

### **3. BACKGROUND**

The Council currently has two elements to its MFD fleet;

1. Core site MFD's which are supplied through a managed print service and cover the Tower Block, Duke Street, Cathedral Square, the Bungalow and Earcroft. There are currently 42 devices through this agreement which will be reduced to 20 as part of the contract.
2. Outlying sites which are on contracts mainly with Xerox and Canon. There are currently 31 Xerox devices and 8 Canon devices with a further 3 devices on order from Ricoh to replace some of the Xerox devices which are causing issues. As part of the tender we will include the devices which are currently out of their main contract and in extension period which amounts to 32 of these devices.

The Strategic Director for Resources previously approved for the commencement of the procurement for the replacement MFD fleet.

### **4. KEY ISSUES AND RISKS**

- The current contracts are at an end and need to be replaced to keep the Council compliant with procurement rules.
- The centralised print management solution used by the Council needs to be upgraded in order to remain secure.
- The current devices are ageing and parts are becoming difficult for the supplier to source and repair devices.
- Devices at core sites are beyond their normal life expectancy with the devices not providing a fast and effective scanning process which is now a key requirement with many areas having moved to electronic storage of records.
- Continuing with the current solution will not allow for the reduction of the number of devices currently deployed, to reflect the movement out of the Tower Block.

### **5. FINANCIAL IMPLICATIONS**

The estimated value of the contract over the five years is circa £221k.

The department currently has a budget of £80k for core site MFD's per annum. For these areas the costs will reduce to £20,186 per annum resulting in a saving against budget of £59,814, there will also be cost avoidance of a further £2k due to inflationary increases on the current contract.

For the outlying sites MFD's we are expecting the costs to reduce by £4,497 per annum, this is dependant however on the agreement from areas in the Council to reduce the specification of the devices they require to a device more fitting the volumes of prints that they do which was based on our own assessment. There will also be cost avoidance of £1,420 per annum due to increased costs per print currently coming into effect.

As part of the tender response suppliers were asked to review our requirement for devices, there were a number of recommendations to potentially reduce the speed of devices requested due to the volumes that are currently outputted. Following the award of the contract the supplier will carry out an assessment phase on our existing hardware to create a baseline for discussion for where improvements or further savings can be made. Prior to contracting for the MFD's for the outlying sites

approval will be sought from the heads of service for these areas to add the devices to the contract with the recommended device based on usage.

By rolling out the managed print solution to outlying sites it will give the department greater control and visibility of printing at outlying sites. Currently at core sites colour printing represents 31% of the volume of prints, whilst at outlying sites this stands at 60%. If outlying sites can be brought in line with core sites then a further £8,800 savings per annum can be realised.

The contract will also include fleet flexibility, whereby the Council can upgrade, downgrade or terminate up to 10% of the fleet without penalty in the event of a closure to a building or change in circumstances.

## 6. LEGAL IMPLICATIONS

The procurement process complies with the regulations of the Council's Contract and Procurement rules and the Public Contract Regulations 2015. All contracts and contract variations will be in a form approved by legal officers in the Commissioning and Procurement team.

## 7. OPTIONS CONSIDERED AND REJECTED

The following options were considered under the tender;

As part of the tender exercise the department also looked at options to purchase the devices outright. The Purchase price was only slightly higher than the 5 year rental but would only come with a 1 year parts warranty with the Council being responsible for everything else whilst with the rental option a full maintenance and service was provided. Due to the uncertainty of the costs involved in repairing devices for the term and unknown quantity this option was rejected.

*Further information is available from the report author*

## 8. DECLARATION OF INTEREST

All Declarations of Interest of the officer with delegation and the any Member who has been consulted, and note of any dispensation granted should be recorded below:

<b>VERSION:</b>	<b>1</b>
<b>CONTACT OFFICER:</b>	Peter Hughes
<b>DATE:</b>	25/10/2022
<b>BACKGROUND DOCUMENTS:</b>	Officer decision 12/08/2022 – Procurement Route for contract for MFD's

Signed:



Paul Fleming, Strategic Director Resources

Date: 03/11/2022

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## RECORD OF DECISION TAKEN UNDER DELEGATED POWERS OUTLINED IN THE CONSTITUTION – Part 3 Section 16



<b>DELEGATED OFFICER DECISION TAKEN BY:</b>	Mark Warren
<b>PORTFOLIO AREA:</b>	Adult Services and Prevention

**SUBJECT: Award of contract for a provider assessment and market management system.**

### 1. DECISION

That the Strategic Director Resources in consultation with the Director of Finance;  
Approves entering into a collaborative agreement with Lancashire County Council (LCC) for the provision of the provider assessment and market management system.  
Approves the increase to the department’s annual revenue budget from the 2024/25 financial year of £63k funded directly from increased grant funding for social care reforms.

### 2. REASON FOR DECISION

A procurement exercise was undertaken by LCC via a long listed followed by a short listing of the G-Cloud 12, Lot 2 Cloud Services. 61 service providers/systems were evaluated during the long listing process. Only three proposals, listed below, aligned with the partnership's statement of requirements and short listed for evaluations,

- HAS Technology (Access UK Ltd) - PAMMS (Provider Assessment and Market Management Solution)
- Younifi Ltd – Younifi
- Adam HTT Limited - Provider Management (Health and Social Care)

Following the conclusion of the tender moderation, overview of the final scores,

Rank	Tenderer	Quality Score	Price Score	Total
1	HAS Technology (Access UK Ltd)	49.8%	30%	79.8%
W	Younifi Ltd	Bidder withdrew from the evaluation prior to initial moderation meeting. Bidder did not expect to offer a competitive proposal.		
W	Adam HTT Limited	Bidder, following acquisition by Access UK Ltd, has collaborated with HAS Technology in proposing a single submission.		

The successful bidder (HAS Technology) is known to the panel via their parent company, Access Group, and has worked for the Partners before. The incumbent service provider (Adam HTT Ltd) will form part of the HAS Technology proposal to support transition between the incumbent system to the new system.

The new system will provide the following key benefits;

- Increased quality of real time data
- Improved care market stability and visibility across BwD and Lancashire / South Cumbria
- Capability to benchmark each Local Authority against other English Local Authority's
- Cloud based data collection and intelligence reporting capabilities improving real time decision making and supporting future service direction
- Automation and centralisation of data into a dedicated cloud system, reducing the reliance and management of manual spreadsheet collation and the administrative time producing reports and data analysis
- Improved market awareness by integrating data from sources such as CQC, NECS
- Sharing of documents between each Authority and with service providers, creating a central knowledge base
- Real time provider capacity data can be surfaced alongside provider stability, past performance, risk level and quality ratings – supporting effective placements beyond the level of information available in the NECS Capacity Tracker alone
- Ability for provider self-assessment, designed to enable collaborative approaches and targeted help on areas of concern and reduce burden on quality teams
- Ability to reconfigure provider return information captured quickly
- Ability to capture information for all regulated and non-regulated services providing a single point of truth for the entirety of our regions care market
- Supports providers by reducing the need for multi-agency assessments and allowing them to evidence service enhancements via an online platform, encouraging improvements to care services and quality ratings.

The new solution recommended is a highly capable, best in class system which is widely used across the country, including in exemplar areas such as the north east ADASS region and GM. The Provider Assessment and Market Management Solution (PAMMS) Care Market Management Solution, provided by The Access Group represents a significant upgrade on the existing tool in all areas.

### **3. BACKGROUND**

In 2019 LCC and partners; Blackpool Borough Council, Blackburn with Darwen Council and NHS Clinical Commissioning Groups (CCGs) joined to acquire a Care Market Management solution. The contract for the current Care Market Management Solution used across Lancashire County Council, Blackpool Council and Blackburn with Darwen Council ends in March 2023 with no option to extend this.

All local authorities and NHS stakeholders have gathered a significant body of learning from having to respond quickly to the needs of managing the Covid-19 pandemic. A greater clarity about what a full 'end to end' care market management solution could look like and a greater desire from the different organisations to work closer together to achieve this and realise the benefits now exists. Whilst every region of the country is unique, the need to meet obligations under the Care Act in the best possible way is universal. A specialist market management solution would allow us to mirror successful routes other local authority areas have taken.

### **4. KEY ISSUES AND RISKS**

- There is a deadline of 21<sup>st</sup> November to enter into the collaborative agreement with LCC for provision of the software, failure to do so will mean that the Council would have to undertake a separate tender exercise for provision of the software.
- The current contract for the existing system ends on the 31<sup>st</sup> March with no option to extend.
- Following the acquisition of ADAM HTT Ltd by the Access Group (HAS Technology owners) the product set is due to change and be merged in time. There are currently aspects of

functionality undefined on the proposed roadmap by HAS Technology. As the partners agree to contract with the successful provider, they may find themselves as early adopters to this new blended offering.

## 5. FINANCIAL IMPLICATIONS

There are a number of options for allocating those costs across the ICB being discussed at the Health and Social Care Partnership Board.

The costs for the new solution are;  
Annual Revenue Costs - £65,254.56  
Implementation Costs - £8,500

The current support and maintenance for the existing system is only £2,377, this leaves a shortfall of £62,877.56 to fund.

The initial implementation costs and any initial revenue costs incurred this financial year will be met through the department's current revenue budget.

The department has received grant monies in 22/23 to implement Social Care reforms including the fair cost of care and market sustainability plans grant. The spend return for this grant has been submitted to DHSC and an amount allocated for the implementation of a Market Management System. This grant will be utilised for the 2023/24 financial year, together with the existing system budget this will cover the annual revenue costs for this year. Further allocation of grant funding from Government is expected for Social Care reforms and this will be utilised from 2024/25 onwards.

## 6. LEGAL IMPLICATIONS

The procurement process complies with the regulations of the Council's Contract and Procurement rules and the Public Contract Regulations 2015. There will be a single contract award by LCC with the Council entering into a collaborative agreement with them, the resulting agreement will be in a form approved by legal officers in the Commissioning and Procurement team.

Under the Care Act 2014 (Section 5(1)), the Council has a legal duty to develop and manage a sustainable care market to ensure eligible needs can be met locally.

## 7. OPTIONS CONSIDERED AND REJECTED

Do Nothing – This is not an option for the Council due to the requirements under the Care Act 2014.

Tender Separately for a solution – Although this could be done it is unlikely it would secure any better pricing than that received by LCC due to economies of scale. By collaborating on a single system this allows sharing of documents between authorities creating a central Knowledge base.

***Further information is available from the report author***

## 8. DECLARATION OF INTEREST

All Declarations of Interest of the officer with delegation and the any Member who has been consulted, and note of any dispensation granted should be recorded below:

<b>VERSION:</b>	<b>1</b>
<b>CONTACT OFFICER:</b>	Zoe Evans



<b>DATE:</b>	10/11/2022
<b>BACKGROUND DOCUMENTS:</b>	None

Signed:



**Mark Warren, Strategic Director Adults & Health**

**Date: 11.11.2022**