

Bolsover District Council

Executive

30th March 2015

Outcome of tender exercise to procure Automated Payment Machines for Contact Centres

Report of the Portfolio Holder for Customer Service

This report is public

Purpose of the Report

- To approve the outcome of the evaluation exercise for the above tender and obtain authority for the winning supplier to be appointed.

1 Report Details

Background

- 1.1 In January 2015 Members approved the introduction of Automated Payment Machines into the four Contact Centres.

Tender Exercise

- 1.2 The value of the contract has been estimated to be over £50,000, therefore the Contact Centre Service has been working with the Joint Procurement Unit at Chesterfield Royal Hospital on this project. The tender exercise was carried out as an open tender through Source Derbyshire online system.

- 1.3 The invitation to tender ran from the 19th January 2015 to the 16th February 2015 with two suppliers returning tenders.

- A. Banking Automation Ltd
- B. Company B

- 1.4 The evaluation took place on the 18th February 2015 and was assessed on 50% price and 50% quality. The evaluation panel consisted of the Customer Services Manager, the Joint Assistant Director of Customer Service and Improvement and a member of the Procurement Team. The Procurement team analysed and assessed the evaluations.

- 1.5 The financial and quality assessment scored as follows:

	Cost score	Quality score	Overall score
A. Banking Automation Ltd	50%	40.98%	90.98%
B. Company B	39%	32.99%	72.13%

1.9 The bid that scored best in terms of both price and quality was from Banking Automation Ltd.

2 Conclusions and Reasons for Recommendation

2.1 In consideration of the above this report is asking that the outcome of the evaluation scoring be noted and that Banking Automation Ltd be appointed.

3 Consultation and Equality Impact

3.1 Consultation in respect to the awarding of contracts is not appropriate.

3.2 A number of Equality requirements were incorporated in the tender specification, a further Equality Impact Assessment will be required once the supplier has been appointed.

4 Alternative Options and Reasons for Rejection

4.1 Given the proposed size of the contract there is no alternative method of procurement.

5 Implications

5.1 Finance and Risk Implications

The costs of the proposed contract were approved by Executive in January 2015 and have been built in to the Contact Centre budget for 2015/16. The initial cost works out at £43,920 but with maintenance costs over the life of the contract it will go over the £50,000 limit, thereby requiring a decision of Executive. It is important that the ongoing costs are maintained in the budget for future years.

5.2 Legal Implications including Data Protection

Legal will lead in approving and signing contracts.

5.3 Human Resources Implications

There are no Human Resource implications in relation to the award of this contract. Training and development for relevant employees is included in the contract.

6 Recommendations

- 6.1 To approve the outcome of the evaluation process and confirm that Banking Automation are appointed to provide four payment machines to the Council at a cost of £43,920 plus ongoing maintenance costs.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	Yes
District Wards Affected	All
Links to Corporate Plan priorities or Policy Framework	Providing Excellent Customer Services

8 Document Information

Appendix No	Title
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Report Author	Contact Number
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Report Reference –