

Executive Summary

- 23 Contracts let
- 6 Waivers approved
- Contract Performance - 14 contracts £100k+

Contracts Let 2017/18

The contracts award thresholds within the Procurement Code, sets out the types and levels of approvals required. The table below provides an overview of the 23 contracts let¹ for Corporate Services during the 2017/18 period.

Threshold	Q1	Q2	Q3	Q4	Total
ABOVE £1.5m	2	1			3
ABOVE £100k	3	1	1		5
BELOW £100k	5	2	6	2	15
Grand Total	10	4	7	2	23

The recommendations for the 23 contracts let originated from the following areas:

Recommendation	Q1	Q2	Q3	Q4	Total
PAB	3	2	1		6
Devolved	5	2	6	2	15
Non - compliant	2				2
Grand Total	10	4	7	2	23

- 8 contracts let were above £100k. Recommendations to proceed to contract award were given by the Procurement Assurance Board (PAB).
- 15 contracts let were below £100k and classified as Devolved procurement activity. Recommendations to proceed to contract award are managed by the service.

Waivers & Exemptions

The number and types of waivers requested over the 17/18 period are summarised below. A total of 6 waivers were approved, which is a slight decrease from the previous year where a total of 9 requests were approved.

Waivers by type	Q1	Q2	Q3	Q4	Total
Directly award contract – no competition	2			1	3
Change to evaluation criteria		1		2	3
Grand Total	2	1	0	3	6

Overall Contract Performance over £100,000

It should be noted that this data **excludes** all contracts below £100k and if commenced within the last 6months of quarter 4 as performance will not have been rated. So out of a total of 38 active contracts during this period this leaves 14 contracts for the purposes of this report.

Threshold	Below Expectations	Meets Expectations	Not Evaluated	Total
ABOVE £1.5m	1	8	1	10
ABOVE £100k		3	1	4
Grand Total	1	11	2	14

Of these 14 contracts over the £100k threshold

- 1 contract is rated as performing ‘Below Expectations’
- 11 contracts rated as meeting expectations
- 2 contracts not been performance rated

The following pages present a detailed summary of the contract activity highlighted above.

¹ The term ‘contracts let’ refer to all contracts in capitalEsourcing with a service commencement date within the Quarterly reporting period. A reconciliation of the previous reporting period will be run each quarter.

This table represents the latest position using source data from the capitalEsourcing system dated 01/05/2018.

Overview of Contracts Let 2017/18 A total of 23 contracts were let during the 2017/18 period

Start Date	End Date	Suppliers	Contract Title	Contract status	Contract Value
01/04/2017	31/03/2018	Wider Plan Ltd	Provision of Employee Benefits Platform and KiddiVouchers	Open	£4,000.00
01/04/2017	31/03/2018	Bupa	Provision of Private Healthcare Insurance 2017	Open	£162,000.00
01/04/2017	31/03/2022	Risk Management Partners Ltd	WCC Fidelity Guarantee and Crime Insurance 2017 - 2022	Open	£85,937.50
01/04/2017	31/03/2022	Charles Taylor Services Limited	WCC Terrorism Insurance 2017 - 2022	Open	£594,000.00
01/04/2017	31/03/2022	Risk Management Partners Ltd	WCC Personal Accident and Travel Insurance 2017 - 2022	Open	£74,213.04
01/04/2017	31/03/2022	Protector Forsikring ASA	WCC Property and Liability Insurance 2017 - 2022	Open	£3,035,255.74
03/04/2017	09/06/2017	Deloitte LLP	Consultancy MSP Contract	Closed	£55,000.00
06/04/2017	31/05/2019	GBG	WCC E-Bulk provider	Open	£8,500.00
02/05/2017	01/05/2020	Matrix SCM	Managed Services for Temporary Agency Resources	Open	£58,407,790.83
12/05/2017	29/12/2017	AXIS EUROPE	T176 - Admiral House Works	Closed	£452,486.00
01/08/2017	01/08/2022	BT Global Services	Information Technology and Communications	Open	£10.00
19/08/2017	31/12/2017	Ember Services Limited	Provision of Digital Programme Support Services	Closed	£192,050.00
24/08/2017	23/08/2020	Civica UK Ltd	Coroner's Case Management System	Open	£83,300.00
26/09/2017	31/05/2018	Penna PLC	Provision for Recruitment Services for CE Role 2017	Open	£28,950.00
01/11/2017	31/10/2019	Encompass Consultancy Limited	Provision of Public Sector Commercial Apprenticeship Training Services	Open	£72,900.00
01/11/2017	31/12/2017	JUDGE & PRIESTLEY	Provision of Legal Services	Closed	£46,000.00
16/11/2017	31/05/2018	Osborne Thomas	ICT Leadership Recruitment	Active	£44,500.00
01/12/2017	31/05/2018	TMP Worldwide	Recruitment Advertising Services - TMP Pilot Scheme	Active	£70,000.00
11/12/2017	31/03/2019	Sodexo Motivation Solutions UK Ltd	Employee Benefits	Active	£24,408.00
18/12/2017	18/12/2018	Capita	Learning Management System	Active	£50,000.00
18/12/2017	17/12/2018	Capita Business Services Limited	Managed Learning Services - Capita	Active	£588,000.00
15/01/2018	14/01/2019	Allen Lane Limited	Recruitment Services for Permanent Procurement Roles (Allen Lane)	Active	£10,000.00
01/02/2018	31/01/2020	Working Transitions 2005 Ltd	Outplacement Support	Active	£30,000.00
Total					£132,338,659.45

Waivers Approved – A total of 6 waiver requests were approved.

Waiver Directly award contract without competition
Kaplan Financial Ltd - Finance Apprenticeships
The direct award to the existing provider of training services will allow Finance to recruit new apprentices to commence in the next few weeks.
Civica UK Ltd - Coroners Case Management System
The current Coroner's Case Management System supplied by Advanced Legal is deemed as not fit for purpose. Based on a presentation to HM Coroner Dr Fiona Wilcox and new developments in Coroner's case management systems nationally which have also been discussed at meetings of the London Lead Authorities Coroners Group it appears that Civica is the only provider in the market that has a working and tested system in any jurisdiction which will meet the 4 Inner West London consortium boroughs requirements. This is also evidenced by the fact that two of the seven London Coroner jurisdictions have moved over to Civica. Please refer to the Business Case supplied with this waiver request for further information.
Buchanan Computing - Provision of Traffic and Highways Management Software (ParkMap/TraffMap)
"Buchanan provide a suite of products that are used by WCC, RBKC & LBHF Highways Management team and its partners. Each contract is separate and the current WCC contract comes to an end on 31/03/18. To ensure continuity of service this will need to be renewed to avoid any impact on the service provided. There should be no requirement for a waiver at the end of the contract as this will be reviewed to align with the Parking contract that ends in 2020.
The products include TraffMap, ParkMap, SignPlot, InvMap as well as others. TraffMap is the only out of the box product that has been developed for the purposes of managing and maintaining Traffic Management Orders (TMOs). Buchanan actually develop and design the product and whilst others also sell the product they are merely resellers of the same product. Parkmap has been supplied to over 200 authorities across the UK. In London, ParkMap has been supplied to 21 of the 33 councils. ParkMap has been used by Westminster City Council since 2003. It provides the Council with an accessible map-based inventory of parking and moving traffic regulations. SignPlot integrates with the other features and allows for the easy design and preparation of new signs. The software is purchased for use by Council staff and also its partners and is well supported by Buchanan.
There isn't any off the shelf product that can produce and manage TMOs and where there is an alternative for a module training for Council staff and its partners would be required. A simple search on the CCS Digital Market Place under the G-Cloud 9 framework using the term "Traffic Management Orders" returns only two results; one of these is Buchanan and the other Elgin. Out of the two only Buchanan provide software that has been developed to manage traffic management orders. The other software is able to create the Orders but only Buchanan is able to create and manage them through their lifecycle.
Awarding under G-Cloud 9 is an option however some products WCC use are not offered on the framework and Suppliers are unable to amend their offerings. As the service offerings on G-Cloud 9 do not exactly align to our requirement. The supplier would have to combine two service offerings and ""wrap up"" all the required products. If this was to happen, the cost to the council would be £127,266.24.
Buchanan have confirmed they can provide the service on the following basis - a two year contract at £95,700.14, with a one year break clause, prices split 60:40; Year 1 £57,420.09, Year 2 £38,280.05"

Waiver Change to evaluation criteria
Training and Assessment Delivery for Project Delivery, Digital and Technology, Finance and Leadership & Management Apprenticeships
<p>Information and feedback obtained at the market engagement stage has proved that a 60/40 approach is not appropriate for the apprenticeship training services due to the shortfalls and failures in the industry in the past. Quality of the training provided has been a key challenge and risk in the industry as recognised by a number of buying organisations (this was also discussed in great detail at a London Boroughs meeting facilitated by London Councils a few months ago). The ESFA (funding body) has already set a funding band within which all tenderers would have to price their provision which would limit the extent to which can vary the price. One of the reasons why such banding has been imposed by ESFA is to enable the buying organisations as well as service providers to focus more on the quality aspects of the training and apprentices' experience during their programmes. Other major public sector organisation engaged with (Crown Commercial Service, Hammersmith and Fulham and Kensington and Chelsea) used a 80/20.</p> <p>Previous experience by WAES has taught us that using a 60/40 may lead to less satisfactory outcomes in terms of training quality and candidate experience. At present WCC is rated by Ofsted as "Good" any activity undertaken must ensure it doesn't endanger future inspection outcomes.</p>
Provision for Advertising Recruitment
<p>Recruitment Advertising charges are pretty similar across the board as evidenced by a previous procurement exercise. The competition is tight and all charges for the services are a pretty similar costs to public sector. The real difference lies in the quality of the service and value they can offer beyond the 'norm'. Depending totally on price as the main driver would not give us the best service and value to Westminster and therefore suggest a change to 60 / 40 in favour of Quality.</p> <p>The new weighting structure will allow WCC to evaluate this requirement to identify the supplier that can provide an improved service from our initial incumbent provider. Poor services provided to the business has proved that a lack of quality reflected on the calibre of candidates applying.</p> <p>It is therefore key to the success of the contract that should the quality be sacrificed the hiring managers may procure outside the contract to source candidates which will pose compliance and commercial risks</p>
Microsoft Enterprise Agreement (EA) Renewal
<p>This requirement is off the shelf software. Pricing between Microsoft & CCS for all UK Public Sector organisations has been recently agreed with limited margins imposed on suppliers. The increase in the price criteria will allow further competition around the price and provide WCC, RBKC & H&F the most value for money. 5% of the quality criteria will be allocated to Responsible Procurement leaving 15% for value add, contract management, support and training.</p>

Contract Performance – of contracts valued at £1.5 m or more

8 contracts rated as 'Meets Expectations'				
Contract Start date	Contract End Date	Supplier Name	Contract Title	Contract Value
30/06/2009	09/04/2020	Ericsson	Corporate Voice Telephony (contract extension)	£12,018,598
15/04/2011	09/04/2020	Virgin Media Business	Next Generation Network - WAN and INTERNET	£2,562,000
01/11/2011	31/10/2018	IDOX Plc	IDOX software and hosting services	£1,921,028
14/04/2014	13/04/2019	BT Global Services	ICT Services ITT: Lot 1 – Distributed Computing Call-Off	£10,777,000
14/04/2014	13/04/2019	BT Global Services	ICT Services ITT: Lot 3 - Data Centre Services	£5,853,635
23/05/2014	22/05/2019	Agilisys Limited	ICT Services ITT: Lot 2 – Service Desk Contract	£2,700,000
01/09/2015	31/08/2020	Ricoh UK Ltd	Print and Document Management Services Call-off	£4,675,744
02/05/2017	01/05/2020	Matrix SCM	Managed Services for Temporary Agency Resources	£58,407,791

1 contract 'Not Evaluated'				
Contract Start date	Contract End Date	Supplier Name	Contract Title	Contract Value
01/04/2017	31/03/2022	Protector Forsikring ASA	WCC Property and Liability Insurance 2017 - 2022	£3,035,255

1 Contract performance rated as 'Below Expectations'				
Contract Start date	Contract End Date	Supplier Name	Contract Title	Contract Value
01/06/2013	31/05/2019	BT Global Services	Managed Services for HR, payroll and finance	£9,478,000
Well documented below par performance of this contract relating to still outstanding transition activities and general performance. Exit plan fully in progress with transition to a new provider scheduled to complete in the Autumn September 2018				

Contract Performance – of contracts valued at £100k or more but less than £1.5m

3 contracts rated as 'Meets Expectations'				
Contract Start date	Contract End Date	Supplier Name	Contract Title	Contract Value
11/06/2013	10/06/2018	BravoSolution	WCC eSourcing call-off contract - capitalEsourcing	£744,275.00
01/12/2013	31/05/2019	Sirsi Dynix Ltd	The Provision of a Tri-Borough Library Management System	£280,609.00
01/12/2014	30/11/2018	Pitney Bowes Software Ltd	PBS Confirm OnDemand hosted software, support and maintenance	£244,800.00

1 contracts 'Not Evaluated'				
Contract Start date	Contract End Date	Supplier Name	Contract Title	Contract Value
01/04/2017	31/03/2022	Charles Taylor Services Limited	WCC Terrorism Insurance 2017 - 2022	£594,000