

Finance and Resources Committee

10.00am, Thursday 15 January, 2015

Extension of Peoples Network Services Contract

Item number	7.15
Report number	
Executive/routine	
Wards	All

Executive summary

The Chief Information Officer requests a retrospective approval for a four month extension of the “Peoples Network services contract” (1 December 2014 to 31 March 2015). This extension has been approved on the grounds of urgency, by the Convener and Vice Convener of the Finance and Resources Committee, to allow for uninterrupted IT support service within libraries.

The Peoples Network service contract has now expired, the new contract is scheduled to begin from the 1 April 2015. An extension to the current contract is required to allow the new provider to complete necessary infrastructure upgrades prior to taking over the service. The new provider is currently in the design process, refining the upgrade solution, integration and deployment rollout for the new and current hardware.

A waiver was originally raised for a twelve month period to allow for competitive procurement process to take place. The bid received from the market was not economically advantageous to the Council; and our ICT provider was requested to source a solution, which has now been accepted.

Links

Coalition pledges	P35
Council outcomes	CO5, CO6, CO9, CO15, CO20, CO23, CO24
Single Outcome Agreement	Our public services are high quality, continually improving, efficient and responsive to local people’s needs.

Extension of Peoples Network Services Contract

Recommendations

- 1.1 It is recommended that the Finance and Resource Committee:
 - 1.1.1 note the extension of “Peoples Network Services” Contract for a total value of £19,920, to Calyx Managed Services Limited for ongoing provision of support services until 31 March 2015.

Background

- 2.1 The Peoples Network machines (public access to PC's via local libraries) are currently supported by Calyx Managed Services Ltd. The original support contract with the Council expired on 30 November 2013, but was extended until 30 November 2014, at a total value of £59,760.

Main report

- 3.1 While the new contract is being implemented, it is important to continue with the incumbent service provider. This is necessary to ensure that citizens continue to benefit from uninterrupted IT service in libraries.
- 3.2 A tender was issued in January 2014 and a procurement process was initiated, however, this was abandoned early March as only one supplier submitted a bid, which exceeded the available budget and was deemed to be not economically viable.
- 3.3 Following the tender process it was agreed that the Council's ICT partner BT would be approached to provide this service. Capito, a BT approved supplier, submitted a proposal, which has subsequently been approved by Services for Communities (SFC) directorate.

Measures of success

- 4.1 Continuity of service to local communities.

Financial impact

- 5.1 A quotation of £4,980 per month has been obtained from Calyx Managed Services Limited. The proposed monthly cost matches current cost and budget provision and the cost can be met by the existing revenue budget for the Peoples Network within ICT. The total cost for four months is £19,920.

Risk, policy, compliance and governance impact

- 6.1 Extension of contract enables the Council to maintain IT managed service within libraries.

Equalities impact

- 7.1 This extension will ensure continued provision of service a citizens who may not have alternative means of accessing digital services.

Sustainability impact

- 8.1 There are no adverse environmental outcomes arising from this report.

Consultation and engagement

- 9.1 Not applicable.

Background reading/external references

[Finance and Resources Committee Report - 29 August 2013](#) – People’s Network
Public Internet Access

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Links

Coalition pledges	P35 - Continue to develop the diversity of services provided by our libraries
Council outcomes	CO5 - Our children and young people are safe from harm or fear of harm, and do not harm others within their communities CO6 - Our children’s and young people’s outcomes are not undermined by poverty and inequality

**Single Outcome
Agreement
Appendices**

CO9 - Edinburgh residents are able to access job opportunities

CO15 - The public is protected

CO20 - Culture, sport and major events – Edinburgh continues to be a leading cultural city where culture and sport play a central part in the lives and futures of citizens

CO23 - Well engaged and well informed – Communities and individuals are empowered and supported to improve local outcomes and foster a sense of community

CO24 - The Council communicate effectively internally and externally and has an excellent reputation for customer care

Our public services are high quality, continually improving, efficient and responsive to local people's needs.