



City of Westminster

Cabinet Member Report

Meeting or Decision Maker:

Cllr David Boothroyd, Cabinet Member for
Finance and Council Reform

Date:

16 September 2024

Classification:

Part Exempt

The Part B of this report is exempt from disclosure on the grounds that it contains information relating to the financial or business affairs of a particular person (including the authority holding that information) under paragraph 3 of Schedule 12A of the Local Government Act 1972, and in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Title:

EUC (End User Computing) Device
Refresh Project

Appendices

Appendix 1 (Exempt): Part B report

Appendix 2 (Exempt): Gate 3 Contract
Award

Appendix 3: Equalities Impact Assessment

Wards Affected:

All

Policy Context:

The end-user device refresh project for circa 2,700 staff members is a key enabler to Westminster City Council's strategic objectives as it seeks to enhance digital

capabilities through a mixed laptop estate, boosting service and sustainable efficiency, to respond modern day demands of a hybrid workforce. Up-to-date, secure and reliable laptops matched to roles enable staff to provide better services to residents, while responsibly recycling legacy devices through a chosen charity to reduce digital divide, environmental impact, as well as fostering a greener community.

Key Decision:

Yes, due to significant expenditure

Financial Summary:

The total cost of the project is £4.728m, the contract with the preferred supplier is valued at £4.186 million, with additional project costs estimated at £0.542 million, resulting in a total estimated cost of £4.728 million, all within the approved budget as detailed in Section 5 of this report.

The project is expected to benefit from an economically advantageous route through the award of this contract, as well as reduced maintenance, and support costs. The project will be funded from the existing Digital and Innovation capital budget

Report of:

Gerald Almeroth - Executive Director – Finance & Resources

1. Executive Summary

- 1.1 This report seeks approval from the Cabinet Member for Finance and Council Reform to award the contract for end-user device refresh for Westminster City Council (WCC) to Computacenter following a procurement process under the CCS RM 6098 Technology Products and Associated Services 2 Framework Agreement Lot 2.
- 1.2 The contract with the preferred supplier is valued at £4.186 million, with additional project costs estimated at £0.542 million, resulting in a total estimated cost of £4.728 million, all within the approved budget as detailed in Section 5 of this report.
- 1.3 The contract will be for a duration of 48 months with an expected commencement on 16th September 2024, to provide the Council with the necessary laptops and peripherals, integrated into the Council's infrastructure, to meet the needs of approximately 2,700 staff members. The contract will also enable the Council to achieve zero and low-touch deployment, which will reduce the time and cost of manual build and deployment, reducing carbon footprint.
- 1.4 Computacenter was chosen as the preferred bidder after a robust evaluation process, which involved four suppliers who submitted bids for the mini competition. The Supplier scored the highest in both the quality and the price criteria, also demonstrating a strong understanding of the Council's requirements, a robust delivery plan, and a commitment to responsible procurement.
- 1.5 The award of the contract is in line with the procurement strategy that was approved by the Commercial Gateway Review Board (CGRB) and Executive Director of Finance and Resource in May 2024 and is compliant with the council's Contract Standing Orders and the Public Contracts Regulations 2015.
- 1.6 The contract will generate significant benefits for WCC, including improved performance, security and user experience of the end-user devices, reduced carbon footprint and energy consumption, enhanced supplier management and service delivery to meet the needs of the Council.
- 1.7 Computacenter's bid also showed a high level of commitment to delivering social value and innovation, in line with WCC's policies and objectives. The bid included a range of initiatives and measures to support local employment and skills development, environmental sustainability, community engagement, and digital inclusion.
- 1.8 The award of the contract to Computacenter is subject to a 5-day call-in period and a 10-day standstill period after endorsement from the Cabinet Member. During this standstill period, unsuccessful bidders may challenge the decision. The contract is expected to commence on 16th September 2024, pending approval, acceptance, satisfactory completion of due diligence, and finalisation of the contract.

2. Recommendations

That the Cabinet Member for Finance and Council Reform:

- 2.1. Approve the award to Computacenter for a 48-month contract expected to commence 16 September 2024 to procure laptops, and introduce a modern device build and deployment for Council's staff members.
- 2.2. Approve the expenditure of the £4.728 million capital budget allocated for this project. This budget will cover the costs associated with the procurement, deployment, and integration of the new laptops and peripherals necessary for the Council's operations.

3. Reasons for Decision

- 3.1 The Invitation to Tender (ITT) for laptop refresh project period was initiated on 3rd June 2024 and ended on 2nd July under the CCS RM 6098 Technology Products and Associated Services 2 Framework Agreement Lot 2, with the intention of awarding the contract to a single Supplier.
- 3.2 The decision to award a single Supplier was driven by the opportunity to capitalise on pricing, streamlined logistics, ensure consistence of service delivery and product quality as well as reduce administrative overhead, all of which contribute to overall cost efficiencies.
- 3.3 During this time, 34 Suppliers were invited to bid. Initially, 19 Suppliers expressed interest and by the end of the ITT period, four formal bids were received and progressed through to evaluation phase.
- 3.4 The evaluation process was conducted by a panel of officers from Digital and Innovation Directorate, Corporate Finance Directorate, Procurement and Commercial Services Team with support of an external consultant from Gartner.
- 3.5 After the final rounds of moderation, Computacenter achieved the highest score based on both quality and price criteria. The evaluation panel found that the Computacenter bid demonstrated a comprehensive understanding of WCC's requirements and expectations and proposed a comprehensive and robust implementation that met and, in some areas, exceeded the specifications, and the service standards set out in the ITT document.
- 3.6 The Supplier also offered the lowest pricing model, which aligns with the pre-approved budget detailed in Part B of this report. Computacenter is the recommended provider.

- 3.7 The selected Supplier's bid also provided strong evidence of their experience and capability in delivering similar contracts for other public sector organisations, and their ability to manage the transition, implementation, and delivery of the contract effectively and efficiently, with minimal disruption and risk to WCC's operations and services.
- 3.8 Computacenter is a leading global independent technology and services provider, trusted by major corporations and public sector organisations. They have received official recognition from Original Equipment Manufacturers and offer WCC a cost-effective advantage.
- 3.9 Computacenter is also committed to delivering Social Value to Westminster City Council (WCC) through a variety of initiatives, including linking Westminster Employment Service with their recruitment efforts, offering apprenticeship programs, and collaborating with local schools on employability sessions. They also pledge to contribute over two years to a community project focused on addressing the cost-of-living crisis and enhancing digital inclusion through skilled volunteering.
- 3.10 Additionally, Computacenter proposes a partnership with WCC and Intel to secure funding for social value projects, using innovative technologies to address community challenges. Their proven methodologies and proactive approach further demonstrate their dedication to being a transformational partner for WCC, aligning with the council's social value objectives.
- 3.11 Furthermore, the proposed contract demonstrates value for money for refreshing WCC's laptop estate where forecasted costs for contract are lower than provisioned in achieving a modern device build and deployment than if procured through the Council's current incumbent distributing provider.
- 3.12 The evaluation panel also conducted a due diligence exercise on the selected Supplier which involved checking their financial stability, their compliance with the relevant legislation and regulations, their references from previous and current customers, and their accreditation and certification from the relevant industry bodies and standards. The due diligence exercise confirmed that Computacenter was a reputable and reliable supplier, with no adverse findings or issues that would affect their suitability or performance for the contract.
- 3.13 The chosen Supplier's proposal has shown 'Value for Money' by fulfilling the scope of the requirement within the predetermined budget. The assessment panel has thus determined that the proposed Supplier provides the best value and most appropriate solution for WCC's needs and has recommended them as the preferred Supplier for the contract.

4. Background, including Policy Context

- 4.1 Between 2019 and 2020, circa 3,500 devices were distributed to the Council's staff as part of the Council's bi-borough partnership agreement. This initiative enabled the Council to transition to a digitally enabled mobile workforce, where current day, hybrid working is essential to meet the evolving operational demands.
- 4.2 Since the previous refresh, over 80% of devices are approaching or have exceeded recommended end-of-life dates and will therefore require urgent replacement. To meet current demand, the Council's 3rd party distributing computer support provider, have supplied laptop devices for new users and laptops beyond repair on an ad-hoc basis. However, this arrangement is neither cost-effective nor an efficient service for the Council.
- 4.3 Additionally, Microsoft will withdraw Windows 10 support by October 2025 and cease providing security updates. This can leave the council's systems exposed to emerging threats, posing a significant risk to sensitive data, critical infrastructure, and essential services. Failure to address this situation not only increases security risks, and disruptions that can impede users' productivity and by default, service delivery to residents.
- 4.4 The Council therefore needs to refresh its end-user devices estate, and to procure a new contract for the provision of modern, secure, and user-friendly end-user devices, which will enable the council to improve its productivity, performance, and service delivery, and to achieve its strategic and operational goals.
- 4.5 An evaluation of procurement routes highlighted the high costs and risks associated with the ageing devices and missing the opportunities and benefits of the new devices. Using the current incumbent Supplier meant potentially paying more for the products and implementation services.
- 4.6 Following endorsement from Commercial Gateway Review Board and Cabinet Member for Finance and Council Reform to progress with recommended procurement framework under CCS RM 6098 Technology Products and Associated Services 2 Framework Agreement Lot 2, an ITT was issued to solicit formal bids from qualified Managed Service Providers (MSPs).
- 4.7 Framework Agreement Lot 2 was identified as the most suitable and advantageous procurement route for the Council. It provided competitive pricing, quality assurance, and adherence to public sector procurement regulations and standards. Additionally, it includes a network of 34 reputable and established MSPs, offering best practices, tailored solutions, and value-added services.

- 4.8 The primary objective was aimed at selecting a single Supplier to fulfil WCC's procurements requirements: laptops and peripherals that is integrated into the Council's infrastructure and Helpdesk fulfilling zero and low-touch deployment, to meet the needs of approximately 2,700 staff members Council-wide, introducing modern-device build and deployment.
- 4.9 The Council is now ready to award the contract to the selected Supplier, Computacenter, subject to approval of the Cabinet Member for Finance and Council Reform

5. Financial Implications

- 5.1 There is a budget for End User Computing of £5.608m (£2.679m 2024/25; £2.929m 2025/26) available for this project. As at quarter 1 £0.100m had been spent on laptops for new starters, and other replacements.
- 5.2 The estimated value of this contract with the preferred supplier is £4.186m, with other expected project costs estimated at £0.542m, therefore a total estimated cost of £4.728m which can be covered within the approved budget.
- 5.3 The additional project costs include resources for delivery of the project, upgrade to Windows 11 for the laptops that are not being replaced, as well as other items needed, like Accessibility reviews and support.
- 5.4 The contract costs have been built based on users getting the top end device in their category, which will not necessarily be the path chosen. Assumptions have also included slim pens, laptop sleeves and bags for all users (these three items total £0.162m), in effect, this has built in contingency to expected contract spend. The rollout project will confirm options that will be given to users, but it is unlikely that all these areas will be spent in full, however provides some contingency if needed.
- 5.5 The estimated total value of the contract for the provision of end-user devices for WCC staff is shown as follows

<u>Contract Name</u>	<u>Contract Start Date</u>	<u>Contract End Date</u>	<u>Contract Value (Initial Term)</u>	<u>Total Contract Award Value (Including all Extns)</u>
Device Refresh	16/09/2024	15/09/2026		£4,185,937.50

- 5.6 There is ongoing work being completed to understand the impact on the device refresh on existing BT contracts, which could be cost avoidance up to £0.200m.

6 Legal and Governance Implications

- 6.1 The proposed contract award is a public contract for supplies under the Public Contracts Regulations 2015 (“the PCRs”). The estimated contract value is above the relevant threshold and therefore is subject to the full implications of the PCRs.
- 6.2 The Council had undertaken further competition via the CCS RM6098 Technology Products and Associated Services 2 Framework Agreement Lot 2 (“the Framework”). The summary of the tender process undertaken was in compliance with the Framework’s procedures and Council’s Procurement Code.
- 6.3 The appropriate contract award notice will need to be published on Contracts Finder.
- 6.4 This contract award shall be approved by the appropriate Cabinet Member following endorsement from the appropriate Executive Leadership Team member and CGRB.
- 6.5 Legal will prepare the call-off contract and to undertake the appropriate execution formalities. As the contract value exceeds £175,000 ss4.3.6 of the Council’s Procurement Code requires the contract to be sealed as a deed.

7 Social Impact

- 7.1 Computacenter is dedicated to delivering Social Value to Westminster City Council (WCC) through a range of initiatives, including linking Westminster Employment Service with their recruitment efforts, offering apprenticeship programs, and collaborating with local schools on employability sessions.
- 7.2 Computacenter highlighted previous experience delivering social value commitments, providing some level of assurance. Case studies demonstrated good work with schools and bolstered the response with a cash commitment. They have a comprehensive approach to circular economy, and their reverse logistics approach is advanced for their sector.
- 7.3 Computacenter will link Westminster Employment Service to provide relevant candidates. In addition, Westminster Employment Service will be linked to their internal recruitment services with a view to providing candidates for their apprentice programmes.
- 7.4 Computacenter will work with the council to broker relationships with schools. Through this collaboration, Computacenter will support schools by delivering employability sessions.
- 7.5 Over the two-year duration of this contract, Computacenter commit to contributing £3,000 over two years to a community project aimed at addressing the cost-of-living

crisis and improving digital inclusion through skilled volunteering. Computacenter will facilitate candidate referrals to the Beyond Food Foundation, with members of their account team and other employees volunteering their time.

- 7.6 Computacenter proposes forming a joint task force with the Council, Intel, and Computacenter to identify social value projects within Westminster. The intent is to secure funding for social value projects ranging from USD 50,000- USD 150,000 leveraging innovative technologies to address community challenges. Their proven methodologies and proactive approach further reinforce their commitment to being a transformational partner for WCC, aligning with the Council's social value goals.

8 Climate Impact

- 8.1 The Council declared a climate emergency in 2019 and developed a [Climate Emergency Action Plan](#).
- 8.2 Computacenter's actions and commitments are closely aligned with Westminster's Climate Emergency Action Plan. Their efforts in achieving carbon neutrality, promoting a circular economy, utilising sustainable logistics, and supporting broader sustainability goals directly support the Council's targets for carbon neutrality and climate impact reduction.
- 8.3 Commitment to carbon neutrality: Computacenter aligns with Westminster's target of carbon neutrality by 2030 through its own sustainability initiatives. Computacenter have invested significantly in solar panels and renewable energy, achieving 78% of electricity from renewable sources, contributing towards our goal of carbon neutrality for Scope 1 and Scope 2 emissions. This directly supports Westminster's aim of becoming carbon neutral by 2030.
- 8.4 Circular economy and waste reduction: Computacenter's Circular Services division is central to its sustainability strategy, promoting the secure recovery and recycling of IT assets. By increasing re-use and recycling of technology and aiming to recover one device for every device sold, Computacenter contribute to reducing e-waste and minimising environmental impact, which supports Westminster's broader climate goals.
- 8.5 Computacenter are committed to using eco-friendly vehicles in the fleet and partnering with couriers who use electric vehicles. This aligns with Westminster's Climate Action Plan by reducing carbon emissions and supporting cleaner air quality in the city.
- 8.6 At Computacenter's Hatfield Operations Centre, the key aim is to replace plastic with recycled and recyclable materials, reducing waste and supporting biodiversity by minimising environmental pollution, which is in line with Westminster's broader climate impact considerations.

- 8.7 Consulting and sustainability support: Computacenter offer consulting services that help organisations balance their environmental, social and governance and net zero commitments, providing actionable insights and data to support climate goals. This aligns with Westminster's approach to addressing the wider climate impact through informed decision-making.
- 8.8 In summary, Computacenter's actions and commitments are closely aligned with Westminster's Climate Emergency Action Plan. Their efforts in achieving carbon neutrality, promoting a circular economy, utilising sustainable logistics, and supporting broader sustainability goals directly support the Council's targets for carbon neutrality and climate impact reduction.

9 Equalities Implications

- 9.1 A full Equalities Impact Assessment is attached as Appendix 1.
- 9.2 The Public Sector Equality Duty is a duty on the City of Westminster, as a public body, under Section 149 of the Equality Act 2010 to ensure we consider the needs of all individuals in our day-to-day work – in shaping policy, in delivering services, and in relation to our own employees
- 9.3 The Enterprise End-User Device Project will affect over 3,500 staff members at Westminster City Council (WCC) by upgrading laptops and transitioning to Windows 11. This initiative aims to improve staff efficiency and security while aligning with WCC's strategic goals for a fairer, greener, and more prosperous Westminster.
- 9.4 Consultation efforts included a Council-wide Persona Mapping Survey with 1,002 responses and focus group sessions to identify staff needs and recommend devices. Additionally, a Device Roadshow engaged 1,300 staff members in choosing devices that suit their work styles. For staff with disabilities, the project included consultations with 70 assistive technology users to ensure their needs are met.
- 9.5 The project is committed to inclusivity by ensuring that assistive technologies are compatible with Windows 11 and providing personalised training and support. Potential barriers, such as compatibility issues, are being addressed through comprehensive testing and adjustments.
- 9.6 The impact on users of assistive technologies is expected to be positive due to improved accessibility features in Windows 11 and targeted support. Any potential negative impacts are being mitigated with rigorous testing, ongoing support, and additional training.
- 9.7 In conclusion, the project is designed to enhance the working environment for all staff, especially those with disabilities, by providing modern devices and comprehensive support during the transition.

If you have any queries about this Report or wish to inspect any of the Background Papers, please contact:

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APPROVED BY

Name and Title	Date sent	Date approved
Becky Chapman, Chief Digital and Innovation Officer	29 August 2024	13 September 2024
Gurpreet Muctor, Chief Data and Technology Officer	29 August 2024	13 September 2024
Kim Wreford, Corporate Finance Officer	29 August 2024	13 September 2024
Bo Wen Wang, Solicitor	29 August 2024	13 September 2024
Amy Just, Senior Advisor	29 August 2024	13 September 2024

APPENDICES

LIST APPENDICES ABOVE BACKGROUND PAPERS

Appendix 1(exempt): EUD Part B

Appendix 2 (exempt): Gate 3 Contract Award


Appendix 3: Equalities Impact Assessment

BACKGROUND PAPERS

- Background papers should list the documents on which the report author has relied in compiling the report.
- Confidential background papers (i.e. papers not available for public inspection) should have an asterisk against them and an indication of the grounds for exemption

Declaration of Interest

I have no interest to declare in respect of this report

Signed: 	Date: 24 September 2024
NAME: Cllr David Boothroyd	

State nature of interest if any:

None

For the reasons set out above, I agree the recommendation(s) in the report entitled