

Orbis Procurement Report

incorporating the reporting requirements of the Public Contracts Regulations 2015

Project Title:	SCC Property IWMS (Integrated Workplace Management System)		
Project reference:	T1271		
ESCC <input type="checkbox"/>	SCC <input checked="" type="checkbox"/>	BHCC <input type="checkbox"/>	Other <input type="checkbox"/>

Name and address of the contracting authority (84.1a)	Surrey County Council County Hall, Penrhyn Road, Kingston upon Thames KT1 2DN
Directorate	Resources
Service	Property
Subject matter of the contract/framework/DPS (84.1a)	Property Integrated Workplace Management System (IWMS)
Contract Start Date:	01/07/2020
Contract Term:	2 years
Extension Term:	2 x 1 Year
Estimated overall Contract Value (including extensions): (84/1a)	£500,000
Contract Segmentation:	4
Project Complexity level:	D
Goods works or services?	Services
Project to be reserved for Cabinet*/Lead Member** review before going to market (*SCC/**ESCC)	No

Part One - Project Start and Route to Market

Project ref. from Annual Procurement Forward Plan:	T1271	Project ref. from Approval to Procure:	
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1.1 Business Need, Scope and Project Objectives

The Council currently uses Atrium as its Property Asset Management System (PAMS). This system is used to hold asset management data on all council property and underpins the day to day operation of the estate. It also operates as a works order management system for the repair and maintenance of its estate and for major capital programmes. It interfaces with SAP, the council's primary finance and HR system.

Having a new Property IWMS solution is essential because:

- The current system is no longer being developed and support will cease for the product in the near future
- It holds and is the primary source for the council's property records
- It holds cost data which is necessary to report on spend vs budget and to effectively manage programmes and projects
- It manages and holds information on key maintenance activities including reactive, cyclical and planned programme maintenance
- It manages our statutory compliance responsibilities and building stock condition information
- The property help desk is an integral part of the system which links to the reactive maintenance process and is used by external suppliers
- It manages rent/service charge collection/payments for all leased in and out property
- It will allow further integration of team's business areas, processes and workflows
- It will provide a real-time reporting and dashboard across all business areas
- It will provide a holistic and strategic overview of property
- It will provide a space management and utilisation function
- It is used to extract data on performance in various aspects of the portfolio
- It is needed to ensure proper asset management to support the corporate objectives of the council and therefore should reflect the Council Plan, Service Plans and Partnership objectives

Trimble Atrium EAM has stated that it will be withdrawing support and development services. Support statement Issue: 1.0 April 2017 states that Trimble has concluded that it will be able to sustain and support Atrium EAM until the end of 2021 but not beyond.

2017 (31st May)	2018 (28th Sept)	2019 (27th Sept)	2020 (25th Sept)	2021
Final major release on current platform (Atrium 11)	Final client funded feature enhancements accepted	Atrium 11 Product closed to further development	Atrium 11 Final Maintenance release window	Final support date was withdrawn and no new date has been issued

It is therefore imperative that the council addresses this issue now to allow time to identify an alternative solution and procure an alternative system.

The new system will allow property information to be more transparent and provide better interaction with customers/property occupiers. It will provide a full and strategic picture of the council's operations and detailed property information to services. This will allow place-based analysis of what buildings are required, in what locations and make efficient utilisation of those assets held by SCC.

The current Atrium PAMS contract was awarded through G-Cloud in 2018 and is a 2+1+1 years contract. The initial 2-year period expires on 30th April 2020. The two available extensions will allow the Council to use Atrium until 30th April 2022, although support may end prior to that but no firm date has been published. The new system is required to be implemented prior to the withdrawal of support but also at a pace that will improve property operations as soon as is feasibly possible.

Benefits of Replacing Atrium:

People	Benefit
User interface / user experience	A new IWMS with a standard look and feel to navigation will increase engagement and provide an easier to use and more user-friendly single source of property data.
Access to property information	Reporting and the use of dashboards will enable better access to information to support day to day activities and support strategic decision making.
System workflows	A new IWMS will improve communication streams to identify when action is required; reduced risk of error/omissions.
Dashboards	Role based dashboards will enable staff to gain access to relevant information more quickly and easily
Process	
Statutory Compliance	Reduces risk of missing dates for test/inspection etc. A more proactive approach to ensuring compliance across the whole portfolio
Integration and workflows	Ability for teams to work more collaboratively rather than in isolation enabling a seamless handover/transition through the property lifecycle
Single source of property data	Avoids double entry and increases ease of access to data. Removes need for multiple data sources and reduces risk of inaccuracies.
Portfolio, Programme and Project Management	Ability to strategically manage the portfolio/estate, removes the risk of abortive work across the work programmes and allows for targeted expenditure.
Technology	
Hand-held/portable devices	Instant upload/download of information. Removes duplication of data entry.

Cloud based access with customer Portal	Single point of entry to system, easy to use. Customers able to log and track calls through a portal.
Internet of Things (IOT)	Use of sensors to manage analyse and report on space utilisation. For example: meeting room, hot desk and general desk real time and historic utilisation. More efficient use of space.
CAD	Spatial data brought in from CAD master plans. CAD plans linked to leases to show leased in/out space.
APIs	Standard interfaces with supplier systems will enable more efficient and faster updating of information from suppliers
Financial	
Efficiency	Additional efficiencies from improved processes and data and allows for targeted expenditure and better/more efficient use of property assets.
Strategic	Ability to collate, analyse and report on data across the whole portfolio to inform strategic and place-based decision making.
Enhanced financial reporting	Ability to report on programme budgets, commitments and actuals to enable more accurate forecasting on revenue/capital expenditure.

1.2 Customer details

Service Project Lead:	Nigel Jones
Service Contract Manager:	Nigel Jones
Procurement Lead:	Nathaniel Burrows
Budget Holder:	Diane Wilding

1.3 Key Timescales

Milestone	Estimated Date
Complete G-Cloud Search/begin procurement	20/04/2020
Clarifications Stage Completed	08/05/2020
Evaluation completed	18/05/2020
Notification of Evaluation Result	18/05/2020
Award Approval completed	25/05/2020
Contract Drafting completed	02/06/2020
Contract Signing completed	09/06/2020

1.4 Financial Baseline

	Capital £ ('000s)	Revenue £ ('000s)	Total £ ('000s)
One off cost (year 1) - implementation		100	100
Total annual funding available:		100	400
Total funding:			500
Budget code for capital and revenue:		NT330 / GL3727	

1.5 Benefits forecast details

Benefit Type		Benefit Value (£ '000s)		
		Year 1	Year 2	Year 3
Cash Releasing	Choose an item.			
Financial but non-cash-releasing	Choose an item.			
Income generation				

Although there are no savings forecast for this procurement and the annual costs are expected to be higher than the current annual cost, there are benefits to running this procurement. The purchase and implementation of a new Integrated Workspace Management System for the Property Department will allow the Council to have a clear view of their property assets, their performance and associated costs. This will allow a strategic view to be taken to the management of these property assets and their investment value.

How will Social Value be considered as part of this Procurement?

SV will not be included.

Framework is catalogue based so does not allow additional criteria to be introduced.

	Quantifiable benefits over the life of the contract
Quantifiable (incl. Social Value based on Charter)	

1.6 Is the specification complete and clear? If not, explain why not. Include the outcome of the DPIA.

The specification has had final sign off on the 16th April 2020.

The DPIA has been drafted and will be completed and approved before the mini-competition is carried out.

1.7 Brief summary of market conditions and any market engagement undertaken

Engagement with providers has taken place with a number of demonstrations of systems taking place to inform the creation of a functional requirement specification.

There are several suppliers who have mature property integrated workplace management systems (IWMS), which could meet our requirements. Products with the depth and breadth of the functionality required has improved since the procurement of Atrium in 2012 but this needs to be carefully assessed in the procurement process.

An independent market assessment of available systems which match the Council’s requirements has been undertaken by Verdantix and this identified 4 market leaders (Planon, IBM TRIRIGA, ARCHIBUS and Trimble Manhattan). The systems are modular and can be implemented in a phased approach.

There are a number of different license models across the industry, including unlimited, named and concurrent user licenses. The preference is for concurrent licensing, as per the current system, with the other two models increasing the costs (both financial and administratively).

1.8 Options Appraisal

Option	Description of Option	Relative Advantages/Disadvantages, Reasons for selection or not, and any cost implications
Option 1: Proposed route to market	Accessing the CCS G-Cloud framework	<p>Advantages are that the suppliers are already pre-qualified and financial checks have already taken place, which reduces the timescales required to run the competition and award a contract.</p> <p><i>To enable the award of a contract and implementation before 30/04/21 this route is preferred.</i></p> <p>Disadvantages are that the maximum contract length is 4 years</p>

		(2+1+1).
Option 2 – <i>Full Tender</i>	OJEU Restricted Procedure	<p>Advantages are that the contract period and form of contract can be decided by the Council.</p> <p>This will allow a longer contract period to allow for embedding the technology and return on investment.</p> <p>Disadvantages compared to the use of a framework are that suppliers will need to be qualified (on a framework they have already been pre-qualified) and financial standing evaluation will need to be carried out (this is usually already done on a framework).</p> <p>There are also additional time and resources required to carry out this procedure.</p> <p><i>This route will take longer than option 1 and it is unlikely the solution will be implemented in the required timescales.</i></p>
Option 3 – <i>Accessing a Framework 2</i>	Accessing the CCS DAS (Digital Application Solutions) Framework	<p>Advantages are that the suppliers are already pre-qualified and financial checks have already taken place, which reduces the timescales required to run the competition and award a contract.</p> <p>Maximum Contract length is 7 years (5+2).</p> <p>Disadvantages are that you can only invite providers on the framework, and these do not include many of the software companies so it would likely be through a reseller or implementation partner.</p>

		<p>From using this framework previously a number of suppliers have raised concerns with the terms and conditions, so may not bid.</p>
<p>Option 4 – <i>Utilising a reseller through direct award via a Framework</i></p>	<p>Use of a direct award to a reseller via one of the following frameworks – Poise (TET), Health Trust Europe (Insight), EssexCC Software & Services Framework, KentCC Software & Services Framework.</p>	<p>Advantages are that the supplier has already been pre-qualified and financial checks have already taken place. Running a competition through a reseller would reduce the timescales required to award a contract and provide more freedom in the way the competition can be run.</p> <p>The Council would be able to decide on the contract length (possible 5+2+2+1).</p> <p>Disadvantages are that there would be an on-cost for using the reseller. Payments would be made via the reseller and between 2% and 5% added (an additional £4,000 to £10,000 [year 1] and £22,000 to £55,000 over the contract life). evaluation is catalogue based and further competition on quality & price is not allowed. This would not give the ability to scrutinise the offers (especially relating to support, maintenance and implementation) before making the award decision.</p>
<p>Option 5 – <i>OJEU Open procedure</i></p>	<p>OJEU Open Procedure</p>	<p>Advantages are that the contract period and form of contract can be decided by the Council. This will allow a longer contract period to allow for embedding the technology and return on</p>

		<p>investment.</p> <p>Disadvantage compared to Option 2 (Restricted Process) there is no limit to the number of responses of responses. This could result in a long/extended evaluation process.</p> <p><i>This route will take longer than option 1 and it is unlikely the solution will be implemented in the required timescales.</i></p>
Option 6 – <i>do nothing</i>	Do nothing	<p>Not a viable option because the current solution is SaaS and is going end of life. There will not be any access to the solution following decommissioning.</p>

1.9 Route to Market

Below relevant legal/regulatory threshold Above relevant legal/regulatory threshold

Proposed Route to Market: Accessing Framework Agreement

If Competitive Procedure with Negotiation or Competitive Dialogue is selected, explain reg. 26 circumstances which justify the procedure: (84.1e, 26.4)

n/a

If Negotiated Procedure without prior publication is selected, explain reg. 32 circumstances which justify the procedure: (84.1f, 32). Embed an email from your Legal Fee Earner to confirm their approval for using this procedure.

n/a

If the Light Touch Regime is selected, the process offers significant flexibility in designing a procedure which diverts from those set out in the Public Contracts Regulations 2015. Please describe any flexibilities you will include in the procurement procedure and how they maintain compliance with Treaty principles of transparency and equal treatment: (84.7, 84.8, 76.4biii)

n/a

If 'Other' selected, please give details:

Note: All forms of route to market used in Orbis are expected to use 'electronic means of communication' for submission of tenders. If this is not the case, provide clear reasons why here: (84.1h, 22)

n/a

Provide details of any options available for collaboration:

A collaborative procurement including all Orbis partners was considered and this was the initial strategy (2018). Following the step back to sovereign focus of the Property teams the timelines have moved apart. SCC are looking to run their own procurement, with the possibility of putting a framework in place for themselves and other authorities (currently exploring interest) – ESCC Property service do not see any benefit in a joint procurement due to differing requirements and timescales. Contract will be for ESCC and possible BHCC (BHCC will review the requirements and approach when finalised).

CONTRACT REQUIREMENTS

1.10 Justification for Contract Term

2 Years, plus two optional 1 year extensions. This is the longest length allowed when using the G-Cloud Framework.

1.11 Details of Framework or Dynamic Purchasing System (if appropriate)

n/a

1.12 Details of Contracting Parties

SCC and successful Tenderer and successful supplier.

1.13 Form of Contract

G-Cloud Call off contract

1.14 Lots (46.2)

n/a

1.15 Required financial security for performance

Turnover twice the contract value (for initial period)

If minimum yearly turnover levels required have been set at more than twice the contract value, explain why: (58.9)

1.16 Insurance cover required (if different from PCSO requirements)

As per PCSOs

TENDER/EVALUATION DETAILS

1.17 Evaluation Panel

Name	Organisation	Contact details
Nigel Jones	SCC - Property	nigel.jones@surreycc.gov.uk
Tanveer Hirani	SCC - Property	tanveer.hirani@surreycc.gov.uk
Diane Wilding	SCC - Property	diane.wilding@surreycc.gov.uk
Joanne Woodward	SCC – IT&D	joanne.woodward@surreycc.gov.uk
<i>Core members named, but additional panel members from user groups/services to be confirmed</i>		
Nathaniel Burrows	Orbis Procurement	Nathaniel.Burrows@surreycc.gov.uk

*It is expected that e-evaluation will be used. If not explain why not:
E-evaluation will not be used – the offers and clarifications will be requested from the shortlisted providers and a paper-based evaluation will take place. The length of the IT specifications (functional and technical) will make it too time consuming to set up e-evaluation.*

1.18 Conflict of Interest (84.1i, 24) and Prior Involvement (41)

Conflict of Interest	Measures Taken	Subsequent Result
No conflicts of interest identified		

Prior Involvement - details of measures taken

1.19 Selection and/or Award Criteria and weighting

If the weighting is not 50/50, please explain why.

The quality of the solution is key – the split is going to be 30% cost and 70% quality.

Please ensure that you have:

1. If the project has been reserved to committee or cabinet, confirm the details of the approval obtained prior to proceeding further:
2. Provided Finance with the intended tender return date and estimated number of bids so they can plan their financial appraisal workload.

Completed: Yes No

3. Updated the project system with latest forecast savings, implementation cost and annual contract spend.

Completed: Yes No

Strategic Procurement Manager (or Head of Procurement, see notes) Authorisation of Route to Market

Approved

Name: Anna Kwiatkowska

Date: 20/04/2020

Finance Authorisation of available funding and benefits forecast



RE_SCC_Property
IWMS_Procurement R

Name: Anders Lundh

Date: 20/04/2020

Legal signoff (only for complexity level C or above)

N/A

Name:

Date:

Part Two - Contract Award

Note for SCC only: Award must be paused for further approval as set out in table 2.7a of Procurement and Contract Standing Orders if the proposed spend will be greater than 5% above the agreed budget at the start of the project. If this is the case, provide justification in the box below:

Within the 5% tolerance.

2.1 Summary of Tender Activity (complete as relevant)

Tender Procedure	Accessing Framework Agreement
Number of expressions of interest	3
Number of responses (SQ)	n/a
Names of tenderers passing the SQ process and reasons for their selection (84.1b)	n/a
Number of responses	1
Number of suppliers shortlisted (if applicable)	n/a
Reasons for any rejection of any tender found to be abnormally low (84.1c, 69)	n/a
Significant changes during tender (e.g. revised spec, pricing schedule)	none
Key clarifications	
Other pertinent information/ ongoing decisions	none

Successful Supplier(s) scoring and reasons for selection (84.1b, 84.1d, 65, 66)

Successful supplier name	Score	Reasons for selection
<i>Planon Limited</i>	See table below	Met or exceeded all of the key requirements. The cost tendered is within a 5% tolerance of the estimated value.

Criteria	Weighting	Score
Business/Functional Specification	28	26.10
Technical Specification	13	9.18
Method Statements	15	9.70
User Experience	14	11.25
Price	30	30.00
TOTAL:	100	86.23

Price Breakdown:

	Price	Number Required for Contract (including optional extensions)	Total Contract Price
Implementation	£103,500.00	1	£103,500.00
Onboarding	£50,400.00	1	£50,400.00
One Off Costs	£137,678.20	1	£137,678.20
Annual Costs	£56,682.00	4	£226,728.00

Where known, the share (if any) of the contract or framework agreement which the successful tenderer(s) intends to subcontract to third parties (84.1di, 71):

Where known, the names of the main contractor's subcontractors (84.1dii, 71):

No subcontractors

2.2 Unsuccessful Supplier/tenderer(s) and reasons for rejection (84.1b, 65, 66)

Unsuccessful supplier name	Score	Reasons for rejection
<i>none</i>		

2.4 Detail any issues which have arisen which may affect contract award, or a decision not to award (84.1h)

None

2.5 Benefits Delivery

Note for SCC only: Where a cash-releasing saving greater than 5% of the agreed budget has been delivered, then the Head of Procurement and the relevant Director/Chief Officer must be informed, along with the S151 officer.

Benefit Type		Benefit Value (£ '000s)		
		Year 1	Year 2	Year 3
Cash Releasing	Choose an item.	None		
Financial but non-cash-releasing	Choose an item.	none		
Income generation		none		

How has Social Value been delivered in this award? (Embed the completed Charter)
 Catalogue based framework so SV not included.

	Quantifiable benefits over the life of the contract
Quantifiable (incl. Social Value)	none

[Briefly describe any non-quantifiable benefits]

2.6 For Benefits relating to MTFP only:

Strategic Initiative / Project Title:

Current Baseline Annual Cost	£
New Annual Cost	£
Total cost over Contract Duration	£

[If no benefits, explain why this strategy was chosen]

There are no monetary benefits to this contract, and none were forecast. The benefits of this procurement are that the purchase and implementation of a new Integrated Workspace Management System for the Property Department will allow the Council to have a clear view of their property assets, their performance and associated costs. This will allow a strategic view to be taken to the management of these property assets and their investment value. It was not possible for continuing use of the current solution because it is end of life and will no longer be available.

2.7 Award approval (refer to table 2.7a in PCSOs)

For SCC only:

Within budget tolerance so pre-approved	Y
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Tender Sum Breakdown:

System including implementation, licensing, support and maintenance:	£519,985.20
Estimated Cost:	£500,000.00
Estimated Cost plus 5%:	£525,000.00

For projects not within tolerance:	Name:	Date:
Officer approval:	n/a	
Member approval:		

For all projects:

Contract award decision made by	Name:	Date:
Exec Director or delegate:	Leigh Whitehouse	18/09/2020

[Contract award decisions are recorded using the SCC Delegated Officer Decision Report template]

For ESCC only:

For all projects:	Name:	Date:
Chief Officer approval:		
Lead Member approval (if applicable):		

[Approval is obtained using the ESCC Contract Award Approval Request Form]

Post Award Checklist

The following activities must be completed before the project can be closed

Checklist Item	Date	Comments
Project System updated? (ensure savings signed off and Social Value commitment has been recorded)		
Customer feedback survey sent?		
Lessons learned documented on Navigator, if appropriate		
Signed/Completed contract loaded onto e-CMS and published to Contracts Finder/OJEU?		
Sourcing Solutions advised and purchasing arrangements including catalogue and e-invoicing set up <i>(if applicable)?</i>		
Add a Project Pipeline for project <i>(if likely to come up through a renewal cycle)</i>		