

# **Delegated Chief Officer Key Decision**

**Date: 12<sup>th</sup> February 2020**

Wards: All

## **Subject: Award of the Enterprise Geographic Information System (GIS) Solution Contract**

Lead officer: Caroline Holland, Director of Corporate Services

Contact officer: Cliff Mwando, Senior GIS-Geospatial Analyst

### **Exempt or Confidential Report**

The following paragraph of Part 4b Section 10 of the constitution applies in respect of information within **Appendix 1** to this report and it is therefore exempt from publication:

- Information relating to the financial or business affairs of any particular person (including the authority holding that information).

Members and officers are advised not to disclose the contents of Appendix 1 to this report.

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### **Recommendations:**

That the Chief Executive and Director of Corporate Services approve the decision to award the Enterprise Geographic Information System (GIS) Solution contract to Tenderer X for a five (5) year period from 1<sup>st</sup> March 2020 to 28<sup>th</sup> February 2025 with the option to extend, at the Council's absolute discretion, by any period or periods of up to two (2) years.

That Chief Executive grant delegated authority to the Director of Corporate Services after consultation with the Cabinet Member for Finance to approve the additional 2 x 1-year extensions.

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## **1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

- 1.1. To seek approval to award an Enterprise Geographic Information System (GIS) Solution contract to Tenderer X, following an OJEU open tender for a five (5) year period with the option to extend, subject to performance and at the Council's absolute discretion, by any period or periods of up to two (2) years.
- 1.2. The procurement process was undertaken subject to the Public Contracts Regulations 2015 (SI 2015/102) (the "PCR 2015") and was conducted using the open procedure in accordance with regulation 27 of the PCR 2015. The tender was conducted electronically via the London Tenders Portal,

published on the 23<sup>rd</sup> of September and closed at 12 noon on 22<sup>nd</sup> of October 2019.

- 1.3. The contract solution to be awarded will replace several separate contracts, (6 in total) through which GIS products and services are currently delivered, and put in place enhanced technological and professional capabilities to deliver the Council's Locational Intelligence and Business Insights (LIBI) Project over the coming five (5) years.
- 1.4. The proposed solution will provide GIS capabilities through software, applications, data, hosting and professional services that are accessible across all business areas. The technology platform will enable implementation of business systems integration, create an enterprise wide infrastructure for effective information sharing and analytical use. Delivering all such capabilities through a single solution will significantly reduce resources used on contract and supplier management, and present opportunities for more effective and streamlined supplier engagement to ensure effective utilisation of the products and services to be provided under this contract.
- 1.5. To ensure proper contractual management over the duration of this contract, Tenderer X will put in place a Customer Success Manager tasked with overseeing quality of service and achievement of GIS objectives, who will have long term customer relationship responsibility with the Council. Quarterly service review meetings will be put in place for overall contractual performance assessment against contract terms and conditions and the service level agreement.
- 1.6. Tenderer X was the only bidder and their evaluated bid achieved all the pre-determined evaluation criteria, attaining a total score of 89%, from a quality score of 49% (maximum 60%) and a price score of 40% (maximum 40%). Overall Tenderer X bid meets the mandatory requirements and surpassed the minimum quality score threshold of 45% and is recommended to be accepted.

## **2 DETAILS**

- 2.1. The current Geographic Information System (GIS) capabilities for software and data products are provided by six (6) separate contracts that have been in use for varied periods over most part of the last 10 years. The main contract, for the widely used intranet Merton Maps product expires on the 31st March 2020, the desktop GIS product contract on 30<sup>th</sup> April 2020 and the Merton Data product contract on 30<sup>th</sup> September 2020, while the remaining three (3) associated products and services contracts expire by December 2020.
- 2.2. The sought contract will provide an Enterprise Geographic Information System (GIS) Solution, comprising 'technology platform, software, data and content services supply, implementation, business development support, professional consultancy services, training, maintenance and support services' that will support GIS requirements for all the Council business areas. It will consolidate the various current GIS technologies, data and services that are being delivered through the referenced separate contracts.

- 2.3. The procurement exercise has been overseen by members of the Council's Commercial Services team and Legal Services provided contractual advice. The OJEU open tender used for this procurement had both mandatory and scored requirements, and pre-determined evaluation criteria based upon a scored weighting of price: 40% and quality: 60%. Additionally, part of the quality evaluation included scored requirements for a bidder to demonstrate their proposed solution to the evaluation panel and other business area GIS champions.
- 2.4. Further in order to be successful, a bid had to achieve a minimum quality score 45%, regardless of the score on price. Tenderer X's evaluated bid achieved a quality score of 49%, and as the only bid received, attained a price score of 40%. Overall Tenderer X meets the mandatory requirements and has surpassed the minimum quality score threshold and is recommended to be accepted.
- 2.5. Summary of attained evaluation scores is shown in table below:

CONTRACTOR	QUALITY SCORE [60]	PRICING SCORE [40]	TOTAL SCORE [100]
Tenderer X	49	40	89

- 2.6. The evaluation panel comprised seven (7) officers from across different business areas of the Council comprising:
- 3 officers – from the Business Systems Team
  - 1 officer – from the Future Merton Team
  - 1 officer – from the Policy Strategy and Partnerships Team
  - 1 officer – from the Web Team
  - 1 officer – from the IT Service Delivery Team

### **3 ALTERNATIVE OPTIONS**

#### **3.1. Do Nothing:**

By not awarding a new contract, the council won't have a supported GIS solution when the current main one expires on the 31<sup>st</sup> March 2020. As the incumbent contracts are due to expire at various stages in 2020, not awarding a new contract presents a significant risk as it would not be compliant with the council's Contract Standing Orders.

By not awarding the contract to Tenderer X, the Council misses the opportunity to have a comprehensive GIS solution that aligns strategically with its business requirements, as identified and published in the tender documents. The current contracts fall short of meeting all the needs of the different business areas, making it complex and costly to support operations in fulfilment of Council statutory duties and strategic objectives.

### 3.2. Award Contract:

GIS technology, products and services offerings in the market have over the years evolved to where providers now have capacity to offer a range combined contracts including software hosting, data and professional services. By proceeding to award the contract to Tenderer X, the council will have in place a fully supported comprehensive solution that offers all its GIS requirements through a single contract offering:

- Better and more cost-effective contract management;
- Streamlined infrastructure and a strategically aligned solution;
- Easy-to-use mapping applications;
- Shared information across business areas and high flexibility in handling data;
- Reduced internal infrastructure maintenance resources needs;
- Business data held and processed within the Council's own cloud infrastructure with controlled information governance and better integrations;

Tenderer X is one of the leading suppliers of GIS technology and related services, and has a large current local government client base in the UK. Over the years Tenderer X has progressively delivered solutions that are tailored to specific needs of industry sectors, including UK Local Government, thus offers solutions that strategically align with the Council needs and can be readily set up and configured to support various business processes. Obtained contract references attest to this.

## 4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. A broad range of market engagement activities were undertaken in line with this procurement in the last twelve (12) months leading up to the publishing of this tender invitation, in which the Council gathered feedback as well as shared its vision for the LIBI project both externally with potential solution providers, and internally in all the business areas.
- 4.2. External consultations carried out included open GIS solution demonstrations by various suppliers, through invitation events at the Council Civic Centre, as well as Council officers attending supplier hosted showcase events. The Council also published an open Soft Market Questionnaire consultation through the London Tenders Portal, outlining the council's procurement aspirations, assessing levels of interest and capacity to deliver on that vision.
- 4.3. Internal consultations were undertaken with the key Council stakeholders to gather business requirements and develop the specification for the tender, being driven largely by the need to enhance existing GIS capabilities to better support business needs and processes. These took the form of requirement gathering workshops with internal GIS user groups and GIS Champions across business areas, as well as potential benefit presentations for each of the Council's Departmental Management Teams facilitated by the Business Systems Team. The feedback received from the various business

areas constituted the basis on which the tender specification for this procurement was produced. If awarded this contract has potential to deliver on those business requirements using the solution proposed by Tenderer X in their bid response.

- 4.4. Notwithstanding Tenderer X being the only bidder, three contract references were obtained from other UK local authority organisations who have been and are using solution contracts from Tenderer X, and are similar in scope to what the Council is procuring. The obtained references provided positive reviews both for contractual performance of Tenderer X and for quality of the solution implemented in their respective authorities. The associated commercials demonstrate that the costs under the proposed contract compare favourably to other organisations and provide some assurance that the quoted commercials reflect fair current market value for such a contract with Tenderer X.

## 5 TIMETABLE

- 5.1. This procurement was added to the council's Forward Plan and the decision will be taken in mid-February 2020 and will be subject to the Council's statutory call-in process.
- 5.2. If approved, following the call-in as only one bid was received, there will not be a Standstill period to this award in accordance with CCS Guidance. The award letter will be sent to the successful bidder Tenderer X on the 26<sup>th</sup> February 2020.

STAGE / ACTIVITY	DATES
Publication of ITT	23 <sup>rd</sup> September 2019
Last Date for ITT Clarifications	11 <sup>th</sup> October 2019
Closing Date for ITT	22 <sup>nd</sup> October 2019
Evaluation of ITT	29 <sup>th</sup> January 2020
Officer Recommendation Report Published	12 <sup>th</sup> February 2020
Approvals for Tender Acceptance / Contract Award	20 <sup>th</sup> February 2020
Call - in	25 <sup>th</sup> February 2020
Notification of the Council's Intention to Award	26 <sup>th</sup> February 2020
Letter of Acceptance / Contract Award	28 <sup>th</sup> February 2020
Contract Commencement Date	1 <sup>st</sup> March 2020

## 6 FINANCIAL RESOURCE AND PROPERTY IMPLICATIONS

The contract will be funded from existing capital and revenue budgets, including funds built into the capital programme for the incumbent GIS contracts, the existing revenue budget for current ongoing revenue costs for

annual maintenance, the capital contingency and reserve funding for both revenue and capital elements awarded by the Merton Improvement Board (MIB). A breakdown of these funding elements are included within Appendix 1 to this report.

The contract incorporates built-in implementation technical resources to be provided by the supplier in Phase 1 of the project. Internal Council resources will be provided by the business areas in line with their respective ongoing GIS related work processes, while being supported and mentored by a fixed term GIS Analyst funded by the project.

## **7 LEGAL AND STATUTORY IMPLICATIONS**

This procurement was subject to the Public Contracts Regulations 2015 (SI 2015/102) (the “PCR 2015”) and was conducted using the open procedure in accordance with regulation 27 of the PCR 2015. Accordingly, there was no separate pre-qualification stage.

The invitation to tender was issued electronically via the London Tenders Portal and the evaluation process was in accordance with regulations.

## **8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**

No human rights, equalities or community cohesion implications are associated with the award of this contract.

As part of the mandatory and scored requirements, the solution applications offered through this contract were assessed and found to be compliant with the relevant software accessibility standards such as compliant with the current Web Content Access Accessibility Guidelines (WCAG) 2.1AA.

The solution is compatible with JAWS which is the screen reading software used by Council officers.

Use of the technology, software, data and professional services to be delivered by this contract offers the Council the opportunities to undertake analytical work to generate business insights to inform better planning and intervention strategies to address some of the challenges the council faces in these areas.

## **9 CRIME AND DISORDER IMPLICATIONS**

No crime and disorder implications are associated with the award of this contract.

Use of a comprehensive Enterprise Geographic Information Systems (GIS) as offered in this contract will provide a broad range of capabilities that can be used for effective evidence gathering and analysis, policy planning and intervention strategies to address some of the challenges the council faces in these areas.

## **10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

As part of the mandatory and scored requirements, the solution applications offered and the proposed solution architecture to implement the system in this contract were assessed and found to be compliant with the security requirements on Council IT systems and Information Governance controls and regulations.

In particular, the contract terms and conditions provide that:

- the implemented solution shall be remain Public Services Network (PSN) and Code of Connection (CoCo) compliant through the life whole of the Contract;
- the implement solution shall maintain compliance with the latest Data Protection Act and the latest General Data Protection Regulation (GDPR) Act;
- the hosted elements should comply as far as possible with the Council's Hosted System Information Assurance Code of Practice.

Some of the capabilities offered in the solution will enable the Council to enhance safety of mobile field workers through providing abilities to monitor and report on the whereabouts of field staff.

## **11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**

- Appendix 1 – Tender Analysis Report - Confidential

## **12 BACKGROUND PAPERS**

- MIB Business Case Documentation for the Locational Intelligence and Business Insights (LIBI) Project.
- ITT Documentation for the Enterprise Geographic Information System (GIS) Solution.