

<p style="text-align: center;">London Borough of Hammersmith & Fulham</p> <p style="text-align: center;">CABINET</p> <p style="text-align: center;">10 July 2017</p>	
<p style="text-align: center;">OFFSITE RECORDS STORAGE SERVICE PROCUREMENT STRATEGY</p>	
<p style="text-align: center;">Report of the Cabinet Member for Finance - Councillor Max Schmid</p>	
<p>Part Exempt Report A separate report on the exempt part of the Cabinet agenda provides exempt financial information.</p>	
<p>Classification - For Decision Key Decision: Yes</p>	
<p>Wards Affected: All</p>	
<p>Accountable Director: Veronica Barella, Interim Chief Information Officer</p>	
<p>Report Author: Ciara Shimidzu – Head of Information, Strategy, and Projects</p>	<p>Contact Details: Tel: 020 8753 3895 E-mail: ciara.shimidzu@lbhf.gov.uk</p>

1. EXECUTIVE SUMMARY

- 1.1. The Council's Off-Site Records Storage Services (ORSS) Contract expires on 31 March 2018 and this report details the Procurement Strategy for its re-procurement.
- 1.2. The Procurement Strategy analyses the available options and proposes that the Council accesses an ORSS framework agreement set up by the Eastern Shires Purchasing Organisation (ESPO) for UK public bodies. The proposed contract will be for a two-year period commencing 1 April 2018 with Box-It Ltd (the Council's current service provider).
- 1.3. This proposal will enable the completion of the Index Improvement Plan including the destruction of documents, in line with their statutory retention periods; ensure business continuity with a trusted supplier; and reflect the consensus of ORSS users across the council who are consistently happy with the service from the current supplier, Box-it. The Council's Business Delivery Team (BDT) will own the plan and receive quarterly updates to ensure their service areas prioritise the work.

- 1.4. The Information Management Team (IMT) within H&F ICT Services manage the contract on behalf of the Council.

2. RECOMMENDATIONS

- 2.1. That the Cabinet approve the preferred option contained in the Procurement Strategy (Appendix 2) by calling off from a framework agreement set up the Eastern Shires Purchasing Organisation and award a contract to Box-It Ltd for a period of 2 years commencing on 1 April 2018.

3. REASONS FOR DECISION

- 3.1. To approve the Procurement Strategy and ensure continuity of service provision at the termination of existing contractual arrangements.
- 3.2. To allow departments to complete the indexation of the records currently in storage at the facilities managed by Box-It Ltd.

4. INTRODUCTION AND BACKGROUND

- 4.1. The Council has had an ORSS for the storage of both hard-copy information and artefacts offsite since 1998. The existing contract is for the storage of short and long term documents, and items of a personal nature for children taken into care by the Council (e.g. heirlooms, letters, and birthday cards/gifts from biological parents).
- 4.2. Full details relating to the introduction, history and background of the service provision are set out Section 1 of the Procurement Strategy (Appendix 2).

5. PROPOSAL AND ISSUES

- 5.1. The proposal is for H&F to call down from an established framework to retain a quality and cost effective supplier for the ORSS and enable council departments to complete their Index Improvement Plans (summary of progress in Appendix 1). The issue with this proposal is that the subsequent contract with Box-it can only last a maximum of 4 years. The Council recommends a contract of 2 years to give H&F departments time to complete their Index Improvement Plans and IMT to undertake a full procurement for a new contract to start in April 2018. This also mitigates the regulatory and cost risks pertaining to a direct award set out later in this report and in the Procurement Strategy (Appendix 2).

6. OPTIONS AND ANALYSIS OF OPTIONS

- 6.1. A full options analysis is set out in Section 3 of the Procurement Strategy.

7. CONSULTATION

- 7.1. All the representatives of H&F's Corporate Information Management Board have been consulted as well as the ICT Departmental Leadership Team.

8. EQUALITY IMPLICATIONS

- 8.1. There are no equality implications.

9. LEGAL IMPLICATIONS

- 9.1. The Council should ensure that it is named on the Contract Notice before proceeding with calling off from the proposed framework agreement. The award of the call-off contract should be made in accordance with Regulation 33 of the Public Contracts Regulations 2015 as the value of the services is over the relevant EU procurement threshold.
- 9.2. As this is a call-off contract, the ten-day standstill period following notification of award is voluntary rather than mandatory.
- 9.3. Implications verified/completed by: Kar-Yee Chan, Acting Principal Solicitor, Shared Legal Services, 020 8753 2772

10. FINANCIAL AND RESOURCES IMPLICATIONS

- 10.1. As set out in the exempt report on the exempt Cabinet agenda.

11. IMPLICATIONS FOR BUSINESS

- 11.1. Consideration was given to purchasing this service locally, but this service needs to be located with a supplier at distance from the client. The ORSS is a specialist service, requiring a supplier located in a secure, usually rural, environment and at a distance from the client. This protects against the need of disaster recovery at times of emergency.
- 11.2. ICT reviewed local businesses located in the borough but none of them meet the ORSS requirements. On average, similar businesses in Fulham and Kensington cost £80,000 more p.a. to store the same quantity of boxes. Local scanning companies are also available but cannot manage the volume of boxes. It is also practical to have the items stored and scanned by the same provider.
- 11.3. As set out in Appendix 2 (Procurement Strategy).

12. RISK MANAGEMENT

- 12.1. The Council's considers Information Risk Management highly within its Corporate Risk Register. Efficient data retrieval and record keeping are essential aspects when, for example, considering safeguarding cases. The provider also is a key element of the Council's Service Resilience Strategy and our services currently benefit from off-site storage and retrieval of records in the event of an incident at the Town Hall.
- 12.2. Additional benefits include;
- Cost saving, it is much more cost effective to store records off site rather than paying office rent and rates;

- Reduces the risk of randomised storage;
- The off-site facility frees up essential office space;
- Increased security;
- Reduces the risk of unauthorised access to records in a building that otherwise and at times is used for the public;
- Reduces the need for many levels of security in Council Offices which would be necessary eg. Locked Cabinets, Secure Rooms, Fire-proof safes;
- Provides a controlled environment, heat, humidity, and dust can wreak havoc on tapes and paper records; the Council would have to consider alternative options for the record categories that require specialised storage environments;
- Reduces the risk of loss of records during office moves;
- Increased efficient administration from one central place otherwise from multiple geographical location sites;
- It may be more cost effective to pay for destruction of records at the offsite store (or by an accredited sub-contractor) rather than the Council recalling large numbers of records and assigning its own resource to the task.

12.3. Implications verified/completed by: Michael Sloniowski, Shared Services Risk Manager, telephone 020 8753 2587.

13. COMMERCIAL AND PROCUREMENT IMPLICATIONS

13.1. This report sets out a procurement strategy (Appendix 2) that recommends to the Cabinet awarding a two-year contract for Off-Site Record Storage Services to Box-It Ltd through the direct call-off from an ESPO framework agreement. The soft-market testing exercise undertaken by the Council has identified this national framework as the most economic, efficient, and effective solution for the Council.

13.2. The Council's current provider, Box-It Ltd, is on the framework agreement and their prices are less than those currently being paid by the Council

13.3. This is not an ideal arrangement although the framework provides provision for a direct award –

“If you decide that a single supplier can meet your requirements based on the pricing and/or other information provided in the User Guide simply place an order with that supplier“

In that sense it is compliant with the Public Contracts Regulations 2015 (as amended)

13.4. The Council's Contracts Standing Orders require Chief Officers to ensure compliance with legislative requirements and a competitive process. In this instance there are extenuating circumstances why a direct award under the ESPO framework is being considered. The indexing of documentation held by Box-It Ltd by departments has not been completed and a short term contract of 2 years should allow these processes to be completed. Potentially transferring documents to a new supplier in the absence of completing this process is likely to lead to further problems in the retrieval process.

13.5. Implications completed by: Alan Parry, Procurement Consultant, telephone 020 8753 2581.

14. IT STRATEGY IMPLICATIONS

14.1. The recommendation to retain the current working relationship with an effective supplier and complete the index digitisation work supports ICT's plans to work in partnership with departments in the transformation and digitisation of both their back-office and front-line services.

14.2. The current supplier provides an efficient and value for money service which is well-used by departments. Extending through an approved legal route with the current supplier allows departments to complete indexation of their physical records and thus facilitates migration to a new supplier through future procurement routes.

14.3. Implications verified/completed by: Veronica Barella, Chief Information Officer, ICT Services.

LOCAL GOVERNMENT ACT 2000
LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1.			

LIST OF APPENDICES:

Appendix 1: Index Improvement Plan: Summary of progress

Appendix 2: ORSS Procurement Strategy, April 2017

INDEX IMPROVEMENT AND DIGITISATION PLAN: SUMMARY OF PROGRESS SINCE 1 APRIL 2011

Index Upload Status: 06 March 2017	Department	GREEN (Complete)	AMBER (In Progress)	RED (Not started)	Grand Total	% Complete
	Adult Social Care (ASC)	16	13	1	30	53%
	Children's Services (ChS)	8	20	6	34	24%
	Environmental Services (ELRS)	2	1	1	4	50%
	Environmental Services (TTS)	9	8	1	18	50%
	Finance and Corporate Services (FCS)	15	18	2	35	43%
	Housing Department (HRD)	11	13	4	28	39%
	Other		1	1	2	0%
	Total	61	74	16	151	40%

1. COMMENT

- H&F ICT have recruited temporary contractors to assist the departments in completing their individual Index Improvement Plans
- All the departments have been working on their Index Improvement Plans
- It is a departmental responsibility to keep the IM Team up-to-date with their progress
- Many departments may have completed more but not updated the IM Team.

2. NEXT STEPS

Further to Cabinet's decision, H&F ICT will recruit a project manager to oversee departmental completion of their Index Improvement Plans with expert input from the IMT.

PROCUREMENT STRATEGY – OFF-SITE RECORDS STORAGE SERVICES

1. Strategic Analysis

- (1.1) The Council has had an Off-site Records Storage Service (ORSS) for the storage of both hard-copy information and artefacts offsite since 1998. The existing contract is for the storage of short and long term documents, and items of a personal nature for children taken into care by the Council (e.g. heirlooms, letters, and birthday cards/gifts from biological parents).
- (1.2) It is a contractual condition that the service provider store boxes in a secure and controlled environment, far removed from the client, (the Council) and are usually based in out of city environments, in unmarked buildings, for reasons of security and cost. The Council deliberately has no internal facilities for the storage of such information and artefacts which now total approximately 38,500 boxes.
- (1.3) The current ORSS contract started with Box-it on 1 April 2011 a Hampshire based operation. The previous service provider was based in Somerset and at the commencement of the current arrangement the Council oversaw a physical uplift and planned a digital index upload to move the then 35,000 boxes between the two companies. An extensive and digital recording process also supported this.
- (1.4) The uplift took 14 months to complete and required the then Head of the Project Management Office to lead on the work supported by the IMT. It required all the departments with information and items held in the ORSS to:
- (1) work with the project lead and IMT to assess the inaccuracies in their indexes, where they existed;
 - (2) create meaningful indexes, where they did not exist (eg lost);
 - (3) update and address these inaccuracies; and
 - (4) work with the new supplier, Box-it, to map and upload these updated and improved indexes into a new central catalogue.
- (1.5) By the end of the physical uplift, the departments had not completed this work so the IMT and Box-it continued to provide all the above support to them via the ORSS User Group as part of business as usual. At the time of the current contract being renewed after 5 years, in 2016, the departments still had not completed the work so the IMT resuscitated the “project” with the then Information Manager escalating the lack of compliance with the service leads in the then executive management team and the Corporate Information Management Board. To date, only 61 of the 151 sections (or 40%) across the Council have completed this

work. Appendix 1 contains a summary of Index Improvement Plan to date.

(1.6) In terms of the current management arrangements with Box-It, it should be noted that -

(1.6.1) As set out in the exempt report on the exempt cabinet agenda.

(1.6.2) Service guarantee –

- H&F have regular internal user group meetings and monthly training sessions for all staff using the ORSS during which they are asked to provide feedback on the quality of service they receive, all of which has been positive;
- Box-it have consistently provided support over and above the terms of the contract to help users locate boxes where indexing is poor;
- Box-it recently experienced a fall in their credit rating but they managed the risk swiftly and obtained financial backing so that within two months their credit rating had been restored.

(1.6.3) High quality service provision – H&F have quarterly account management meetings and review quarterly performance monitoring reports, including those showing humidity and temperature controls. The Box-it Account Manager and the Client lead also review issue logs. To date, a period of 6 years, H&F have raised only 5 issues p.a. with Box-it, most of which were minor and resolved within hours of being raised.

2. Financial Information

(2.1) As set out in the exempt report on the exempt cabinet agenda.

3. Options Appraisal and Risk Assessment

(3.1) H&F ICT manage the ORSS on behalf of the Council and the current contract with Box-it expires on 31 March 2018.

(3.2) Index digitisation – all but one of the departments will not have completed their digitisation by 31 March 2018. The data cleansing exercise is required to ensure the retention of Council information is fully compliant with governing statutes and the Data Protection Act 1998. It has been estimated that a further 12 months, at least, is required for the departments to complete this work. The lack of progress by the departments is also hindering the Council's vision to digitally transform service delivery and mobile working.

(3.3) This is a result of the complexity of the task, which either takes up much internal staff time or the cost of commissioning an external service provider (such as Box-it) to do the work, and the lack of a

dedicated project manager ensuring constant engagement from the departments. The IMT have recruited temporary staff over the last 12 months to assist the departments. The current reorganisation and the plan to increase the number of permanent PMs in ICT will provide both the IMT and the departments with further assistance. The systematic destruction of the information contained in the ORSS cannot proceed until these indexes are cleansed and digitised.

(3.4) Physical uplift – the previous uplift from the previous supplier in 2011 was estimated to take 18 months, although H&F and Box-it managed to reduce this time to 14 months. To carry out a fully regulated procurement exercise runs the risk that a similar physical uplift will be required.

(3.5) As part of the review of the current arrangements a soft-market analysis has been carried out. This is a very specialist and limited market.

(3.6) The Council has assessed the following procurement options for a replacement ORSS, these may be summarised as follows:

- (1) **Option A** – call down from a framework agreement that includes the current ORSS provider, Box-it. At the time of writing, three such frameworks existed. ICT recommend calling down from the ESPO 2957 framework as this provides the closest match to H&F’s current arrangement with Box-it.
- (2) **Option B** – call down from the Westminster City Council (WCC) Print Framework Agreement which includes an Archiving and Scanning service provided by Ricoh in partnership with Deep Store. However, to do so requires a full uplift and digital transfer to a service that does not match or improve upon H&F’s current ORSS at a time when the Index Improvement and Digitisation Plan is unfinished. To date, WCC do not call down from this framework for their own ORSS. H&F already call down from this framework for its Print Service.
- (3) **Option C** – complete a fully regulated reprocurement exercise under the Procurement Regulations. To do so requires a full physical uplift and digital transfer at time when the Index Improvement and Digitisation Plan is unfinished.

(3.7) Option A

(3.7.1) H&F call down from a framework agreement that includes the current ORSS provider, Box-it. At the time of writing, three such frameworks existed. ICT recommend calling down from the ESPO 2957 framework as this provides the closest match to H&F’s current arrangement with Box-it.

<p>STRENGTHS</p> <ul style="list-style-type: none"> • Cost savings 	<p>WEAKNESSES</p> <ul style="list-style-type: none"> • Max. 4-year contract term
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<ul style="list-style-type: none"> • Business continuity • No physical uplift or digital migration • Accredited provider • Economies of scale, eg reduced pricing schedule for first 12 months 	
<p>OPPORTUNITIES</p> <ul style="list-style-type: none"> • Time for departments to complete their Index Improvement Plans • Departmental commissioning of cataloguing projects • Time to complete a full re-procurement for a longer term contract with economies of scale • Enable potential access to full document management system, Omnidox 	<p>THREATS</p> <ul style="list-style-type: none"> • Only first 12 months of cited pricing schedule guaranteed

(3.8) Option B

(3.8.1) H&F call down from the Westminster City Council (WCC) Print Framework Agreement which includes an Archiving and Scanning service provided by Ricoh in partnership with Deep Store. However, to do so requires a full uplift and digital transfer to a service that does not match or improve upon H&F's current ORSS at a time when the Index Improvement and Digitisation Plan is unfinished. To date, WCC do not call down from this framework for their own ORSS. H&F already call down from this framework for its Print Service.

<p>STRENGTHS</p> <ul style="list-style-type: none"> • H&F call down from the framework for their Print Services • Accredited provider • Potential economies of scale • Calling down from another London authority framework 	<p>WEAKNESSES</p> <ul style="list-style-type: none"> • No business continuity • Smaller framework agreement than ESPO 2957 • Location of Deep Store facility is in Cheshire not close to London
<p>OPPORTUNITIES</p> <ul style="list-style-type: none"> • If Westminster City Council (WCC) chose to move to this ORSS provider, staff working in services shared with WCC will have similar procedures 	<p>THREATS</p> <ul style="list-style-type: none"> • Physical uplift – loss of information in transit or poor reconciliation of physical/digital index • Project management of

	<p>physical uplift will divert expert PM and IM resources from other priorities, eg RBVS and preparation for the General Data Protection Regulation 2018</p> <ul style="list-style-type: none"> • Departments 6-12 months to complete Index Improvement Plans, including data cleansing • Index Improvement Planning projects to be revised to suit new processes and systems
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(3.9) Option C

(3.9.1) H&F complete a full reprocurement exercise under the Procurement Regulations and OJEU. To do so requires a full physical uplift and digital transfer at time when the Index Improvement and Digitisation Plan is unfinished.

<p>STRENGTHS</p> <ul style="list-style-type: none"> • Full test of the market • Longer contract term • Accredited provider • Economies of scale, eg longer contract term 	<p>WEAKNESSES</p> <ul style="list-style-type: none"> • No business continuity • Index Improvement Planning projects to be revised to suit new processes and systems
<p>OPPORTUNITIES</p> <ul style="list-style-type: none"> • Departmental commissioning of cataloguing projects • Complete a full re-procurement for a longer term contract with economies of scale • H&F to establish another ORSS framework and build in cost savings when others call down from it 	<p>THREATS</p> <ul style="list-style-type: none"> • Physical uplift – loss of information in transit or poor reconciliation of physical/digital index • Project management of physical uplift will divert expert PM and IM resources from other priorities, eg RBVS and preparation for the General Data Protection Regulation 2018 • Departments 6-12 months to complete Index Improvement Plans, including data cleansing • Index Improvement Planning projects to be revised to suit new processes and systems

- (3.10) Based upon the SWOT analysis carried out in connection with the above 3 options, H&F ICT recommend a “direct award” of a 2-year contract to Box-it through the ESPO 2957 framework (the framework) agreement. Continuing with the current provider enables the departments to complete their Index Improvement Plans, provides business continuity and saves the Council an estimated £9,410 over the term of the new contract.
- (3.11) The framework offers the Council a competitive fixed price for Box-it’s services for the first 12 months of the contract. Thereafter H&F ICT have an opportunity to negotiate rates for the remainder of the contract with Box-it. Box-it have demonstrated that they value customer relations and are flexible to offering fair and competitive prices for their high quality services. As set out in the exempt report on the exempt cabinet agenda.
- (3.12) Furthermore, this approach complies with EU competition and Public Contract regulations and retains a service with an ISO 9001:2008, ISO27001:2013 and BSI PD 5454:2012 accredited supplier. Box-it also demonstrated strength in the market by rapidly recovering from a credit rating drop in October 2016 and regaining their former position by December 2016. This highlights their strong position in the market as a reliable supplier who have a variety of top end cliental.
- (3.13) By recommending awarding the contract to Box-it through the framework, departments will continue to receive:
- State of the art document storage facilities –secure, remote, spacious, secure, humidity controlled, fireproof and practically located storage
 - Item retrieval Service - a swift physical item or box retrieval service (including same day) where items are collected from Box-it premises and delivered to the customer’s door using a fleet of secure vans. The site is located along the M4, practical for quick delivery of physical boxes/documentation
 - Advanced barcode tracking system – an established and proven system that reduces the risk of misplacing and inaccurately labelling items, files, and boxes
 - Document destruction – unwanted or end of life confidential documents can be shredded in accordance with the statutory retention and destruction periods as well as the Data Protection Act 1998 and the Freedom of Information Act 2000, with certificates of destruction issued
 - Scanning on demand services - enables staff quick access to digital records “on the move” and across multiple locations when they need them
 - Cataloguing services –an experienced cataloguing team can be commissioned to catalogue H&F documents on behalf of the Council and create an accurate index that enables rapid

retrieval. Effective cataloguing improves document control and the service H&F provides to clients and customers who request information.

- Inspection rooms at Box-it sites
- Potential access to an online document management system, Omnidox – Omnidox allows staff to request items and track delivery. Staff can also view and search for files remotely which fits in with the Council's Smart Working initiatives.

(3.14) H&F ICT estimates a saving for the Council of £9,410 over the term of the new contract.

(3.15) Accredited supplier – in addition to being accredited with the ICO, Box-it won supplier of the year from the Information and Records Management Society in 2016 and have been nominated again in 2017.

4. The Market

(4.1) Consideration was given to purchasing this service locally, but this service needs to be located with a supplier at distance from the client. The ORSS is a specialist service, requiring a supplier located in a secure, usually rural, environment and at a distance from the client. This protects against the need of disaster recovery at times of emergency.

(4.2) ICT reviewed local businesses located in the borough but none of them meet the ORSS requirements. On average, similar businesses in Fulham and Kensington cost £80,000 more p.a. to store the same quantity of boxes. Local scanning companies are also available but cannot manage the volume of boxes. It is also practical to have the items stored and scanned by the same provider.

5. Implications for business

(5.1) As report and section 4 above.

6. Contract Package, Length, and Specification

(6.1) The contract comprises of the following key elements for ORSS items and documents:

- Secure storage
- Tracked and secure consignment and retrieval
- Certified destruction in compliance with the Freedom of Information Act 2000 and primary legislation
- Scan on demand
- Controlled humidity and temperature environment

- Cataloguing services
 - Accredited provider.
- (6.2) There is no planned change to the ORSS with the framework and this benefits the Council for all the arguments made above. The contract is 2 years long and there are no extension options.
- (6.3) There is a detailed requirements specification. The headlines are as follows:
- Business requirements
 - Deposit of record boxes and items
 - Secure or closed record boxes
 - Open records boxes and items
 - Record formats
 - Record storage
 - Security
 - Retrieval of record boxes and individual files
 - Confidential destruction
 - Database
 - Technical requirements
 - Operating system
 - Access management
 - Audit trail
 - Interfaces
 - Migration
 - Infrastructure
 - Performance and resilience
 - Upgrades and scalability
 - Support
 - Helpdesk service and maintenance
 - Connectivity and network requirements
 - Training requirements
 - Implementation
 - Installation
 - Functional requirements
 - General functionality
 - Fields required
 - Search functionality
 - Navigation
 - Data security and integrity
 - Management information
 - Non-functional requirements
 - Reporting
 - Usability
 - Legal and regulatory requirements.
- (6.4) There are established performance measures detailed in the requirements specification that are reported on and reviewed at

quarterly contract management meetings with Box-it. The headlines are as follows:

- Pick-up and delivery
- Destruction
- Inventory
- Invoicing
- Security
- Accessibility of services
- Account management.

(6.5) In addition to the headline monitoring listed above, Box-it also provide quarterly reporting on:

- Temperature
- Humidity
- Individual and section usage
- Length of time items have been retrieved for
- All issues are logged and tracked to resolution.

(6.6) The ORSS is not a large contract and does not merit consideration for sub-dividing into “lots”.

7. Public Services (Social Value) Act 2012: Local Economic Value

(7.1) Box-it have offered to support appropriate and related apprenticeship initiatives taken on by H&F. For example, a council records management apprentice, could visit their sites in Hampshire on a regular basis during the apprenticeship and receive records management training and practical work experience.

(7.2) Box-it actively support clients in environmental initiatives, for example their waste paper shredding is recycled rather than destroyed by other means which harm the environment. Furthermore, Box-it have offered to set up a scheme to collect paper waste from local centres in the borough of Hammersmith and Fulham, and recycle it for us.

(7.3) Box-it also make donations to the Castle Howard Arboretum to plant trees on behalf of their clients, leading to more trees being planted.

(7.4) Additionally, Box-it promote the use of their digital delivery and scan on demand services which helps reduce van journeys and hence CO₂ & NO₂ emissions for which support the council's environmental initiatives

(7.5) Furthermore, Box-it have proven to be active in their own local community sponsoring and raising funds for:

- Sponsorship of the “Queens Scout” awards
- Winchester Cathedral appeal

- Gift of sight (Southampton University)
- Local netball club which is one of the leading clubs in the area running four teams and a very active junior scheme
- Local cricket club and sports tours for a local school
- Running a group wide Children in Need event.

8. Other Strategic Policy Objectives

- (8.1) The recommendation supports the Council's SmartWorking, digital transformation and IT strategic objectives by enabling flexible working and access to digitised offsite information.

9. Stakeholder Consultation

- (9.1) The Council's Corporate Information Management Board is made up of senior departmental representatives who are regularly consulted on and are engaged with ORSS contract management and development, supported by an ORSS User Group.

10. Procurement Procedure

- (10.1) H&F ICT recommend the Council makes a direct award to Box-it by calling down from the ESPO 2957 framework agreement, i.e. a call-off without competition. In calling off the Council:

- must identify the supplier which best meets your requirements taking consideration of the information provided by ESPO in their user guide – i.e. the supplier offering the most economically advantageous solution for your particular requirements.
- must check and satisfy itself that the terms and conditions set out in the framework documents (Appendix 4) are acceptable and these will form the basis of the legal agreement between the Council and the chosen supplier. These terms and conditions cannot be changed or added to.
- is required to contact the chosen supplier directly and place its order, quoting ESPO Framework 390_15, and on that basis the Council will be entering the terms in the framework agreement with this supplier.

- (10.1.1) ESPO advise that those councils considering accessing the framework by way of a direct award may be asked to demonstrate that despite the absence of competition, they have secured value for money.

- (10.2) In producing this Procurement Strategy H&F ICT have demonstrated that they have been secured value for money by choosing to make a direct award to Box-It Ltd.

11. Contract Award Criteria

(11.1) As detailed in the call-off framework documents provided by ESPO.

12. Project Management

(12.1) The award of the contract to Box-It will provide for service continuity. There will be no physical uplift of documents stored by one service provider to another.

(12.2) As previously mentioned the Council needs to complete the index digitisation programme– all but one of the departments will not have completed their digitisation by 31 March 2018. It is imperative that the data cleansing exercise is required to ensure that the Council is fully compliant with governing statutes and the Data Protection Act 1998. Even so, it has been estimated that this may not now be completed until April 2019. The lack of progress by the departments is hindering the Council’s vision to digitally transform service delivery and mobile working.

13. Indicative Timetable

(13.1) 10 July 2017 – Procurement Strategy and contract award agreed by the Cabinet

(13.2) 1 November 2017 – Contract awarded to Box-It Ltd

(13.3) 1 April 2018 contract commencement.

14. Contract Management

(14.1) H&F ICT will continue managing the contractual arrangements with Box-It Ltd.