

Executive Director of Place Services	Ref No: OKD10 19/20
July 2019	Key Decision: Yes
Self Service Library Kiosk Replacement	Part I
Report by Director of Communities and Head of Libraries	Electoral Divisions: All

Summary

Self Service kiosks play a significant part in the operation of today's modern library service. Residents in West Sussex regularly utilise these kiosks to transact a range of library services.

West Sussex Library Service received late notification of 'end of service' for presently deployed Bibliotheca kiosks, meaning ongoing operation of kiosks past 31 July 2019 would be uncertain and where device faults occurring past the end of service date could mean a particular kiosk reaching immediate end of life.

The current contractual arrangements for the provision of maintenance and support of the self-service kiosks in libraries expired in July 2019 however an extension has been agreed between West Sussex County Council and the current provider until March 2020. This report sets out the process by which the Kiosks will be replaced.

West Sussex Plan: Policy Impact and Context

By replacing current RFID Kiosks, which are 8 years old, with new kiosks using more advanced technology we will ensure that the library service remains a Council that works for the Community.

Financial Impact

When the initial decision was made to install self-service kiosks in libraries (Report ref: COM01 10/11) it was noted that provision would need to be made for replacement once the kiosks reached end of life, at that time estimated at 5 years.

We are now at the point that maintenance and support for the current kiosks is not available and any fault would mean the immediate end of the kiosks useful life. In order to continue to provide a self-service provision, an allocation of £1m is included in the 2019/20 – 2023/24 capital programme for the replacement of kiosks.

Recommendations

The Executive Director of Place Services is asked to:

- 1) approve the commencement of a procurement process for a contract to be let for a 5 year period up to the value of £1m, commencing in April 2020;
- 2) delegate authority for the award of contract to the Director of Communities. A further decision report will be published as appropriate.

Proposal

1. Background and Context

- 1.1 Kiosks represent a significant and key technology enabler for the Library Service, while also representing a further significant opportunity when considered as part of the West Sussex Community Hubs initiative, where in addition to existing typical library functionality new replacement kiosks might facilitate appointment booking and arrival notification, payment and release for paid print jobs or future bookings for public access PC's.
- 1.2 All Bibliotheca SC400 Kiosks deployed across the West Sussex Libraries estate reached end of service life on 1 July 2019. Initial budget provision has been acknowledged for replacement of the kiosk estate (estimated required investment circa £1m). Informal conversations have been ongoing with the top 4 market leaders, including Bibliotheca, and investigations so far would indicate that replacement with a more sustainable and technically more adaptable solution, enhancing the Community Hubs project, would be achievable within the £1 million budget.

2. Proposal Details

- 2.1 The frequently utilised route to market for procurement of Library Kiosks and associated peripherals is the ESPO framework. The existing framework has recently expired and the new framework is in development and was expected by the end of March 2019 but has still not been published. Due to this niche/specialised product sector a very limited numbers of suppliers exist and product supply lead times (after award of contract) are typically 10 to 12 weeks for initial product deployment with software/infrastructure integration of a large-scale roll-out taking many months.
- 2.2 Therefore it is proposed that a procurement process is started that will allow the limited number of providers to bid to replace the 72 self-service terminals in libraries in time for the 2020 deadline. The procurement will allow a purchase or lease solution for the hardware and software plus the ongoing maintenance and support. The ability to widen the scope of the payments received by these kiosks will also be explored although it is important to ensure that the main library management processes are not compromised by any extension of their capability. The safe and compliant disposal of the outgoing equipment will also be explored. Replacement will provide a sustainable process for the future and enable the County council to take advantage of technical advancements.
- 2.3 The current contract for maintenance and support is procured via the Capita contract but the proposed procurement will be scoped with the opportunity to have a direct supply and maintain service in order to ensure that we secure the best value for money for the whole solution. It is proposed that the contract be let for 5 years as it is expected that technology will have developed in that time and a longer term contract could mean that we cannot take advantage of efficiencies in service delivery.

- 2.4 The Council will undertake a number of stakeholder activities to explore the model and scope and plans for the procurement, which may include a market-engagement event with any potential providers, focus groups with service users and Operational Team Managers. Following this engagement, it is proposed that the contracting structure will be finalised to allow the service and the authority to approach the market by way of a competitive open tender.

Factors taken into account

3. Consultation

- 3.1 This is an operational issue of replacement of ageing and no longer supported technology and does not require public consultation. We have worked closely with our IT colleagues to ensure all necessary technical issues are covered within the recommended procurement process.

4. Financial (revenue and capital) and Resource Implications

- 4.1 The revenue implications of the procurement, necessary training of Library staff and deployment of new equipment can be met within existing service budgets.
- 4.2 Ongoing support and maintenance for the new kiosks is expected to be at a similar cost to the existing provision and there is therefore no additional cost to the revenue budget
- 4.3 *Revenue consequences of proposal*

	Current Year 2019/2020 £'s	Year 2 2021/22 £'s	Year 3 2022/23 £'s	Year 4 2023/24 £'s
Revenue budget	66,667	66,667	66,667	66,667
Cost of Proposal	66,667	66,667	66,667	66,667
Difference	0	0	0	0

- 4.4 *Capital consequences*

	Current Year 2019/2020 £m	Year 2 2021/22 £m	Year 3 2022/23 £m	Year 4 2023/24 £m
Capital budget	1.000	0.000	0.000	0.000
Cost of Proposal	1.000			
Difference	0.000	0.000	0.000	0.000

- 4.5 All costs for funding replacement will be met within planned budget limits. The budget in the Capital Programme is £1M.

The effect of the proposal

- 4.6 This will provide a sustainable solution for the next 5 years. It will avoid interruptions to services to residents due to breakdowns, allow for easy issue and return of items and will allow us to take advantage of more advanced and efficient technologies.

Future transformation, savings/efficiencies being delivered

- 4.7 There is the potential for the self-service element, including maintenance and servicing, to be more cost-effective and efficient, in support of the Community Hubs initiative and future library service provision. The "future-proofing" aspects of the procurement will be considered and expanded upon in the subsequent decision-making regarding contract award.

Human Resources, IT and Assets Impact

- 4.8 More efficient and reliable technology will reduce the time staff have to spend investigating issues which take them away from serving residents and should make handling any faults and subsequent repairs easier.

5. Legal Implications

- 5.1 TUPE will not apply as the contract is only for the procurement of kiosk machines. The value of this procurement will be a key decision on value alone (being over £500,000) necessitating a forward plan entry.
- 5.2 The value of the procurement will be in excess of the relevant EU thresholds (£181,302) and so must be subject to competitive procurement. For such a procurement and where appropriate and lawful, the Council may utilise a Framework agreement which was procured in compliance with the Public Contract Regulations 2015.
- 5.3 If the Council intends to call-off a framework procured by another public body then the Council will have to ensure that the framework permits the proposed call-off and that the terms and conditions are acceptable to the Council and comply with Standing Orders on Procurement and Contracts.

6. Risk Assessment Implications and Mitigations

- 6.1 The key risk is not having replacement kiosks in place by March 2020 thus disrupting the business continuity of the library service.
- 6.2 Tenders coming in over budget, market testing would not seem to suggest this to be the case

7. Other Options Considered (and reasons for not proposing)

- 7.1 Not replacing the kiosks – this would lead to increasing failure with not maintenance agreement in place

- 7.2 Extending the existing contract – which would not allow us to explore other providers and services which might be more effective, efficient and better value

8. Equality and Human Rights Assessment

All products viewed throughout the soft market testing showed a range of features designed to avoid and detriment to specific groups of people who are protected by law. The current self-service kiosks have been in use for 8 years and we have not had any issues, the expectation is that the elements designed to make these accessible by all will have improved. The procurement process will determine the best product.

9. Social Value and Sustainability Assessment

Self-service machines allow staff to concentrate on positive interactions with the public rather than the processing issue and return of books.

10. Crime and Disorder Reduction Assessment

None

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Appendices None

Background papers None