

WEST DUNBARTONSHIRE COUNCIL
Report by Executive Director of Corporate Services
West Dunbartonshire Council : 24 June 2009

Subject: Progress Update on New Mobile Phone Contract

1. Purpose

- 1.1** The purpose of this report is to provide a progress update regarding the re-examination of the current T-Mobile mobile phone contract should T-Mobile persist with its plan to close their offices in Scotland.

2. Background

- 2.1** T-Mobile recently publicised their intention to close their offices in Larbert, and Greenock, impacting employment in these areas.
- 2.2** A motion was submitted by Councillor Geoff Calvert on 29 April 2009 to West Dunbartonshire Council requesting current T-mobile contract to be reviewed and a report submitted to May 2009 Council meeting to outline options and recommendations should T-Mobile's plans be implemented.
- 2.3** A report was submitted to Council on 27 May 2009 which provided details of the current mobile phone contract. (Agenda Item 16 – Review of Current T-Mobile Phone Contract).
- 2.4** The decision of Council on 27 May 09 was 'this Council agrees to bring forward the OGC evaluation of the current Council T-Mobile contract to begin on 1st June 09. Council wishes that a report on progress of the evaluation be brought forward to the June meeting of the Council with a view to taking a decision on a new contract shortly thereafter'.

3. Main Issues

- 3.1** A project team incorporating staff from Corporate Procurement, Information & Communication Technology (ICT) and Legal and Admin is being formed.
- 3.2** Project team will review previous and agree new evaluation criteria. It is planned that the review of the previous evaluation criteria will be complete by the end of June and that the new evaluation criteria will be agreed by the end of July.
- 3.3** The evaluation criteria will incorporate robust contract weighting including financial value which will ensure 'the most economically advantageous tender' to the Council.
- 3.4** As part of the evaluation process, a survey of current WDC mobile phone users will take place in June and will include questions regarding coverage, accuracy of billing and handset suitability. It is envisioned that the survey results will be returned by early July therefore facilitating analysis by the end of July.

- 3.5** It is planned that discussions will take place with the four current OGC Catalyst suppliers in July & August with a view to a recommendation being submitted for consideration at September's Council meeting.
- 3.6** In terms of procurement law, it is not legally possible to prohibit T Mobile from tendering as the Council is obliged to treat all tenderers equally and fairly. The Council is also obliged to accept the 'most economically advantageous tender' which is eventually received. Separately the Council is obliged to satisfy its obligation to secure Best Value. It is possible that T Mobile's departure from Scotland can be relevant in determining Best Value. However it is less obvious how their move will have a direct financial impact on the Council which can be taken into account in determining 'the most economically advantageous tender'. The project team will also report on these issues.
- 3.7** Project team will refer to Council's Tendering Committee as per Standing Orders.
- 3.8** An investigation into the feasibility of other suppliers providing services for the Mobile Communications project (HEED) is currently in progress. Aspects currently under consideration at this time are network coverage, handset suitability, technical integration and customer service.

4. Personnel Issues

- 4.1** Existing resources within ICT, Legal and Regulatory Services and Corporate Procurement are required to form the project team.
- 4.2** Existing resources within ICT are required to investigate the feasibility of a new contract for the Mobile Communications project in HEED.

5. Financial Implications

- 5.1** None

6. Risk Analysis

- 6.1** There is a potential risk that we receive a poor response from the customer survey.
- 6.2** A poor response on the survey may not reflect the true service that we currently receive from our existing provider. ICT will incorporate a follow-up reminder stage for the survey as part of the evaluation.
- 6.3** There is a potential risk that no suitable alternative supplier is found for the Mobile Communications project in HEED. That project would therefore continue using current provider.

7. Conclusions and Officers' Recommendations

- 7.1** The Council is asked to note that a project team is in the process of being formed to examine all the aspects of evaluating and procuring a new mobile phone contract.

- 7.2** The Council is asked to note the actions that the project team will undertake and the associated target project timescales.
- 7.3** The Council is asked to note proposed projected delivery date of September 2009 for recommendation of new mobile phone contract.
- 7.4** The Council is asked to note that implementation of a new mobile phone contract will commence in February 2010 to coincide with agreed co-terminus end date for current T-mobile contract.

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Date: 5 June 2009

Ward Affected: None

Appendices: None

Background Papers: None

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