



LONDON BOROUGH OF HAVERING
Procurements

Approval Form - Competition Financial
Thresholds Exceptions

Form No:..... Date:.....

APPROVAL FORM FOR COMPETITION FINANCIAL THRESHOLDS EXCEPTIONS

Name:	<input type="text" value="Kevin Engstrom"/>
Job Title:	<input type="text" value="Customer Services Operations Manager"/>
Email Address Please make sure that this is correct	<input type="text" value="kevin.engstrom@havering.gov.uk"/>
Contract Description:	<input type="text" value="Upgrade of the existing Queuing system at the Public Advice & Service Centre"/>
Contract Value	<input type="text" value="£18,497 upgrade / instalation costs & £4026 pa support / maintenance"/>
Contract Duration:	<input type="text" value="Five years"/>
Proposed Supplier:	<input type="text" value="Qmatic (United Kingdom) Ltd"/>
Invoice to:	<input type="text" value="Barry Wilmot Business Development Manager Qmatic (United Kingdom) Ltd Derwent House University Way Cranfield Technology Park Bedford MK43 0AZ"/>
Do you propose to contract on standard Council contract conditions?	<input type="text" value="Yes"/>
Applicable exception (please choose one)	<input type="text" value="Compatibility with existing services/supplies"/>

BACKGROUND AND DETAILS TO JUSTIFY EXCEPTION REQUEST

Outline the steps taken to demonstrate that this represents the best value that can be obtained in the circumstances (e.g. oral/written quotes attached to this form):-

Insert full details

Summary:

The existing queuing system at the Public Advice & Service Centre, supplied by Qmatic is due to become unsupported from September 2017.

The current "QWin" platform was originally installed in 2009 and after eight years is therefore due an essential upgrade. The new Qmatic "Orchestra" platform is an extremely flexible application providing all the familiar features that are used every day in the Public Advice & Service Centre, and more.

Being fully configurable and customisable to differing environments in upgrading to the new "Orchestra" platform, this will provide a queuing system that will meet our needs moving forward in line with the Customer Experience Strategy and any future face to face delivery model.

Background:

The Public Advice & Service Centre receives approximately 80,000 visitors a year. Supporting a range of services including Housing, Benefits, Planning, Environment Services, School Admissions and Social Services it's essential that the centre has an efficient queuing system to manage the footfall.

Qmatic, the existing supplier of our queuing system, have enjoyed a good working relationship with Customer Services providing full support of the existing "Qwin" queuing system since the PASC was opened. Due to its advanced years first installed in 2009, the Qwin system now requires regular maintenance and is the reason why Qmatic will stop supporting it from September 2017.

A new queuing system is therefore required and we would like to upgrade to the new Qmatic product. This new system is PSN compliant, easily configurable and has a range of modules that will enhance the existing platform (e.g. improved management information, improved digital signage facility, floor walker support).

The total installation costs are £18,497 with existing maintenance costs of remaining at their existing level of £4026 pa

In staying with the existing supplier and upgrading to the new "Orchestra" platform this will enable us to utilise much of the existing QWin hardware & wiring (e.g. retaining the existing counter displays, ticketing machine) making the installation less invasive as far fewer structural changes will be required and this will in turn reduce installation costs and disruption within the PASC.

Qmatic queuing systems are widely used across Local Authorities and in canvassing five neighbouring Authorities, four of the five use Qmatic. One is already using the new Orchestra platform and spoke highly of the systems flexibility and the support received from Qmatic.

We continue to receive good support from Qmatic and for this reason and those mentioned earlier in terms of its compatibility with existing hardware and being a market leading product this exception form has been submitted in order to upgrade to our existing supplier's product.

Name

Kevin Engstrom

Signed



Service

Customer Services

Date

12 Jun 2017

APPROVAL BY MEMBER OF CMT or Assistant Director

Please tick as appropriate

☒

I approve

☐

I do not approve the proposed exception to financial thresholds

☐

I require further information

Name

MAGDALENE ROYER

Service

CULTURE & CUSTOMER ACCESS

Signed

[Signature]

Date

13/06/17

SENT TO SHARED SERVICES

Name

KEVIN ENCISTROM

Date Sent to Shared Services

13.06.17.

Please note a copy of the completed form must be sent to the Operational Procurement Team within 7 days of approval. Please send to the Operational Procurement Team, Central Library, 2nd Floor or email to sharedservices@haverling.gov.uk

