

REPORT TO: POLICY AND RESOURCES COMMITTEE

REPORT ON: TENDER FOR QUEUE MANAGEMENT SYSTEM

REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES

REPORT NO: 116 - 2016

1.0 PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to seek Committee approval for the procurement of a new Queue Management System.

2.0 RECOMMENDATIONS

- 2.1 The Committee is asked to approve the following:-
- a) Agree the outcome of the tender process and award the contract for the Council's queue management system to Q-Nomy.
 - b) Agree the expenditure described in paragraph 3 for the capital cost of the new system and the five year maintenance and support contract;

3.0 FINANCIAL IMPLICATIONS

- 3.1 The total purchase and implementation cost of £37,036 will be funded from the 2016/17 IT capital budget.
- 3.2 Annual maintenance and support costs of £6,555 from year 1 onwards will be met from future Customer Services and IT budgets for a five year period.

4.0 MAIN TEXT

- 4.1 The Q-Net system currently in operation within the Council is no longer under warranty and support is being provided by our internal IT Staff. The Current system Qnet is nearing the end of its useful life and has been in operation for a number of years. With the consolidation of services within the Customer Services Team it was identified that a new queue management solution was required in Dundee House, East and West Offices.
- 4.2 The estimated footfall in Dundee House is 92,000 per annum, East Office is 40,500 per annum and the West Office is 32,500 per annum therefore it is essential that a fully working queue management system is installed in these three offices to control the volume of customers.
- 4.3 The new system being proposed will have real time management information which will allow officers to manage queues in real time as required throughout the day.

5.0 PROPOSAL

- 5.1 A Prior Information Notice (PIN) was advertised on the Public Contracts Scotland advertising portal which was open to all potential bidders.

5.2 Suppliers were then asked to submit a vision statement, 4 suppliers completed this stage and were invited to Quote for the work and attend an interview with the Evaluation Panel.

5.3 The following submissions were received are noted below:-

- Q-Nomy UK Limited
- Aurionpro Solutions
- LamasaTech Limited
- Qmatic

5.4 The table below summarises the overall evaluation (incorporating Quality & Price scores).

Ranking	Bidder	Quality Score	Price Score	Combined Score
1	Q-Nomy	70.0	11.6	81.6
2	LamasaTech Limited	42.0	30.0	72.0
3	Qmatic	49.7	15.9	65.6
4	Aurionpro Solutions	31.5	4.5	36.0

5.5 Q-Nomy was identified and agreed to be the preferred supplier/solution for the Council's Queue Management System.

6.0 POLICY IMPLICATIONS

6.1 This report has been screened for any implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality impact Assessment and Risk Management. There are no major issues.

7.0 CONSULTATIONS

7.1 The Chief Executive and the Head of Democratic and Legal Services have been consulted in the preparation of this report.

8.0 BACKGROUND PAPERS

8.1 None.

Marjory Stewart
Executive Director of Corporate Services

Date: