

Project Coversheet

[1] Ownership & Status

UPI: 12013

Core Project Name: Library Self Service Kiosks

Programme Affiliation (if applicable):

Project Manager: Sarah Greenwood

Definition of need: Continue to provide self-service facilities to the public in relation to library services, allow the public to pay their fines and loan fees, control security of items, interact with the Library Management System and provide management information to report on performance. The service mirrors the use of EPOS (Electronic Point of Sale) which can link with the library management system to enable supply and demand to be measured to provide an efficient service for library users.

Key measures of success:

- 1) A system that meets all statutory requirements (including reporting requirements and GDPR).
- 2) System meets service users' identified needs to ensure a high level of service user satisfaction and usage.
- 3) System is sufficiently flexible to evolve to meet future needs including linking with other systems.

Expected timeframe for the project delivery: original implementation date of January 2020. New planned date of June 2020

Key Milestones:

- 1) Specification and terms and conditions developed - April 2019 revised to November 2019
- 2) Publish tender documents – May 2019 revised to January 2020
- 3) Tender returns – June 2019 revised to February 2020

Are we on track for completing the project against the expected timeframe for project delivery? No – 5 months later than planned due to fundamental review, change in project manager and national framework development.

Has this project generated public or media impact and response which the City of London has needed to manage or is managing?

No

[2] Finance and Costed Risk

Headline Financial, Scope and Design Changes:

'Project Briefing' G1 report (as approved by Chief Officer 07/11/2018):

- Total Estimated Cost (excluding risk): £130,000 (including £10,000 staff costs)
- Costed Risk Against the Project: N/A
- Estimated Programme Dates: System live by January 2020

Scope/Design Change and Impact:

'Project Proposal' G2 report (as approved by PSC 07/11/2018):

- Total Estimated Cost (excluding risk): £130,000 (including £10,000 staff costs)
- Resources to reach next Gateway (excluding risk): staff costs only
- Spend to date: £5,217 (staff costs)

- Costed Risk Against the Project: N/A
- CRP Requested: N/A
- CRP Drawn Down: None
- Estimated Programme Dates: System live by January 2020

Scope/Design Change and Impact: N/A

‘Options Appraisal and Design’ G3-4 report (as approved by PSC 22/03/19):

- Total Estimated Cost (excluding risk): £130,000 (including staff costs)
- Resources to reach next Gateway (excluding risk): staff costs plus Agreed capital budget of £70,000
- Spend to date: £4,506 (staff costs)
- Costed Risk Against the Project: N/A
- CRP Requested: None
- CRP Drawn Down: N/A
- Estimated Programme Dates: Award contract by October 2019, Mobilisation period, transfer of information and decommissioning of existing system: October 2019 – January 2020, System go-live: January 2020

Scope/Design Change and Impact:

- Project Sub request for report to be submitted to Digital Services Sub (Finance) Committee. Report approved by Members.
- IT Category board considered and agreed procurement method of mini competition under a new National ESPO Framework as preferred procurement method in place of open market tender December 2019
- All respondents to Soft Market engagement confirmed lifespan of hard wear was a minimum of 10 years with updated software. In line with Corporate sustainability requirements and to enable best value for money, an extended potential contract period of 5 years (plus annual increments of a further 5 years) has been considered.

‘Authority to start Work’ G5 report (as approved by PSC 16/03/20):

- Total Estimated Cost (excluding risk): £178,115.19
- Resources to reach next Gateway (excluding risk): staff costs only
- Spend to date: staff costs only of £10,490
- Costed Risk Against the Project: £0
- CRP Requested: £0
- CRP Drawn Down: £0
- Estimated Programme Dates: new service starts June 2020

Scope/Design Change and Impact:

A change to the original timetable occurred as a result of:

- Delay in the funding decision post Gateway 3 /4 until April as part of fundamental review of capital bids (Capital funding of £70,000 approved in April 2019).
- Change and sick leave of project manager (July/August 2019)
- Extensive soft market testing to determine requirements of specification (August/September 2019)
- Awaiting finalisation of National ESPO framework for these services in November 2019 as preferred procurement route (agreed with City

Procurement in September 2019 and signed off by IT category Board in January 2020)

An increase in costs have occurred as a result of:

- A longer potential contract period reflecting the market engagement feedback that equipment had a minimum 10 year lifespan. A contract period of five years (plus annual extensions for a further five years) was tendered to enable the City to make better use of technology, to ensure better sustainability and reduce waste. The additional five years cost £49,710 but have potentially reduced future capital costs as a new contract will not be required in five years time.
- An increase in capital contract costs of £3,735 following the tender process (before City accelerate discount of £737) to be funded from the local risk budget.
- An increase in one off/capital staff costs of £2,000 due to additional time spent on the market testing and assessment of the ESPO framework.

Total anticipated on-going commitment post-delivery [£]:£10,000 annual revenue costs (estimated at Gateway 3 /4)

Programme Affiliation [£] N/A