

REPORT TO: Executive Board Sub Committee

DATE: 15th January 2009

REPORTING OFFICER: Strategic Director Health & Community

SUBJECT: Library Service – RFID Contract

WARD(S): Runcorn wards

1.0 PURPOSE OF REPORT

- 1.1 To inform the Executive Board Sub Committee of the decision taken by the Operational Director, Culture and Leisure to award the contract for the supply of Radio Frequency Identification (RFID) equipment for the Halton Lea Library lottery project to the non lowest priced tenderer and in accordance with SO3.2 now advise the Board of the circumstances surrounding this decision.

2.0 RECOMMENDATION:

- (1) **That the Executive Board Sub Committee support the decision of the Operational Director, Culture and Leisure to award of the RFID contract to the “non lowest priced” tenderer.**

3.0 BACKGROUND INFORMATION

- 3.1 The Lottery funded refurbishment of Halton Lea Library has provided the opportunity to introduce RFID technology to the building. This will allow for the installation of RFID self-issue and return machines, tags for all items of stock and stock management equipment. The tender covered all of these items as well as maintenance costs for a 5-year period.
- 3.2 Radio Frequency Identification technology has proven benefits and is transforming the way libraries operate both in terms of efficiencies and frontline customer service. Examples in other local authorities show that 75% of transactions can be achieved through RFID self-service machines rather than via staffed terminals. This has opened up the possibility of extended opening hours and providing added value services.

- 3.3 It is anticipated that a high level of self-service can be achieved at Halton Lea Library. This will allow a more effective deployment of staff throughout the building and will free up time to provide an improved level of customer service by staff being able to fully support customers in their use of the library. The routine tasks of issuing/returning will be replaced in favour of added value services that are currently limited or not possible, for example formal and informal learning opportunities through ICT, homework clubs, community history and outreach work.
- 3.4 RFID also provides a range of stock management techniques and options, increasing efficiency with the use of a hand held reader identifying stock lists and books quickly and effectively.
- 3.5 The tender attracted three responses, the 5 year project costs were:
- | | | |
|---------------|---|---------|
| ▪ 3M | - | £72,507 |
| ▪ Intellident | - | £71,474 |
| ▪ 2CQR | - | £84,225 |

The selection criteria was 60% quality / 40% cost.

- 3.6 The contract was awarded to 3M on the grounds that they were the only company to offer:
- A fully integrated solution for issuing audio-visual materials. Their RFID machine can issue, desensitise and unlock audio cases.
 - A self-service machine with the ability to offer change rather than exact payment. To optimise customer service it was felt that it was essential to be able to offer change for transactions involving any payments.

4.0 POLICY IMPLICATIONS

None

5.0 OTHER IMPLICATIONS

- 5.1 The costs of the RFID equipment are contained in the overall funding of the Lottery Project.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

- 6.1 The Library Service improves individuals quality of life and contributes to achieving a broad range of social issues including education and lifelong learning, social inclusion and community cohesion. The introduction of RFID technology will increase the capacity of staff to provide added value and outreach services to a wide range of the community.

7.0 RISK ANALYSIS

None

8.0 EQUALITY AND DIVERSITY ISSUES

There are no equality and diversity issues arising from this report

9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

Document	Place of Inspection	Contact Officer
Tender Book	John Briggs House	Phil Brown