

Report for: Cabinet Member for Finance and Corporate Services – 19 March 2026

Title: Haringey Council Audio Visual Supply, Installation, Configuration & Support Contract

Report authorised by: Taryn Eves, Corporate Director of Finance and Resources

Lead Officer: Glenn Mason, Head of Technology

Ward(s) affected: N/A

**Report for Key/
Non-Key Decision:** Key Decision

1. Describe the issue under consideration

- 1.1 The London Borough of Haringey (the “Council”) is moving to the refurbished and newly built Civic Centre in 2027; there will be a high demand for Audio Visual (AV) equipment across the scheme. This report seeks Lead Member approval to procure a range of AV equipment and services required to align with the build programme and prepare the Civic Centre building for occupation in 2027
- 1.2 This report will cover the procurement approach taken, for buying the AV infrastructure to align with the build programme as well as all items for client fitout of spaces in the Civic Centre, these include the Council Chamber, democratic meeting spaces, internal and external event spaces, digital signage, collaboration and traditional meeting spaces.
- 1.3 The procurement of professional services to both support and enable the Civic Centre but also redistribute existing equipment to the Civic Centre where technically and financially viable and to also reallocate existing equipment to other Council sites, where appropriate, form part of the contract.
- 1.4 This report details the outcome of a Further Competition exercise conducted under North Eastern Universities Purchasing Consortium (NEUPC), Audio Visual: System Design/Consultancy, Supplies, Installation and Maintenance, AVI2007NE – Lot 1 & 2, and seeks Lead Cabinet Member approval to award the Contract to Supplier A, identified in Appendix 1 - Part B (exempt information) of this report, for supply, installation and support of Audio Visual equipment in the Civic Centre and other Council locations.
- 1.5 The contract is for a period of 4 (four) years, targeted to commence 13th April 2026 and allows for both capital expenditure and ongoing revenue maintenance.

2. Cabinet Member Introduction

N/A

3. Recommendations

The Cabinet Member for Finance and Corporate Services

- 3.1 Pursuant to Contract Standing Order (CSO) 2.01(c) and CSO 0.08 (approve award of contract valued at £500,000 (five hundred thousand pounds) or more) to approve the award of a contract to Supplier B in paragraph 7.2.1 of the report and named in paragraph 2.1 of the Exempt portion of the report (Part B) for an estimated contract value of £1,571,384.61 (one million, five hundred and seventy one thousand, three hundred and eighty four pounds, sixty one pence) (excluding contingency as set out in the Part B report).for Audio-Visual equipment supply, installation and support in the Civic Centre and other Council buildings subject to the further details set out in section 3.1 of Appendix 1 - Part B (exempt information) of this report). The contract is for a period of 4 years commencing 13th of April 2026 to 12th April 2030.
- 3.2 To approve, the issuance of a letter of intent for up to 10% of the tendered contract value, totalling £157,138.46 (one hundred and fifty-seven thousand, one hundred and thirty eight pounds, forty sixty pence).
- 3.3 In the event of the Council being unable to award the contract to supplier B to agree the award of the contract to supplier E (named in paragraph 6.2.1 of the Exempt portion of the report (Part B)) who submitted the next highest scored bid.

4. Reasons for decision

- 4.1 The Civic Centre Programme is building the Councils' new offices, AV needs to enable, support and be dependable to support the new ways of working. The reliability of the AV offering has repeatedly topped staff surveys as a key element to carry out day to day tasks effectively. Having a supply and support contract in place will ensure reliability for staff.
- 4.2 The Council is adopting new ways of working under the change element of the programme including activity-based working, a workplace strategy where employees choose a workspace from a variety of settings based on the task they are performing, instead of using a fixed desk. The AV contract has identified these requirements and will enable the spaces for flexible working.
- 4.3 The Council has been running its full Council and other statutory meetings on an ad hoc basis, using legacy equipment which is due a refresh. The chamber will be used beyond its statutory obligations, as a flexible space for staff, the

community and hire events, so will require specialist equipment and backend systems for these scenarios.

- 4.4 The original business case for the Civic Centre cited a revenue stream of £50k per year to be achieved, events within the building will be key to revenue generation, the event space, welcome space, courtyard and chamber will all be enabled for event hire as well as internal and community events.
- 4.5 Equipment will be nearing recommended thresholds at the point of occupancy in the Civic Centre in 2027 and whilst some equipment will be reused, there will be a need to have a supply and support contact in place in the event of equipment failure, so spaces are not left out of action for long periods.
- 4.6 Mindful of the Council's financial challenges and the need to secure best value, the Civic Centre project has sought to re-use equipment where possible and suitable and a review of the existing provision has shown some potential for this, where technically and financially appropriate. This approach aligns with the Cabinet Member Signing decision dated 3 August 2022, titled 'Award of Contract for Alexandra House and 48 Station Road Audio Visual Contract'.
- 4.7 Where it is not viable to reuse legacy equipment in the Civic Centre, equipment will be redistributed to other Council sites on a case-by-case basis and this will help to level up smaller sites and ensure sustainability is at the forefront of equipment reuse. Capital budget from individual schemes will be leveraged to achieve the move and installation.
- 4.8 The internal AV support teams will continue to deliver on-going day to day support activities. The additional support contract will be put in place to assist with the more complex specialised technical issues, alongside implementing continuous improvements to systems.
- 4.9 The supplier recommended for award of the contract submitted a strong tender that clearly demonstrates significant expertise and commitment to providing the appropriate and relevant solution for the Council's requirements. The supplier's tendered costs aligned to the discovery phase estimates.
- 4.10 The recommended supplier showed a strong understanding of the Council's requirements in its quality submission, demonstrating experience in similar projects and clear processes to deliver successfully.
- 4.11 The proposed contract enables the Council to meet all objectives within the Civic Centre and achieve value for money in the delivery of the new Audio-Visual equipment.
- 4.12 The letter of intent is required to enable the preferred contractor to begin mobilisation at an early stage, to align with the builders works, thereby expediting delivery of the goods in advance of the formal contract being fully finalised.
- 4.13 See the additional reasons for the further provision recommended in paragraph 3 of this report set out in paragraph 3 of the exempt report.

5. Alternative options considered

5.1 Option 1: Do Nothing

- This option, which would involve not awarding a contract to deliver new Audio-Visual equipment, would leave staff and visitors without the digital tools to work collaboratively and those required to facilitate flexible meetings, the Council chamber, event spaces and community spaces would not be digitally enabled.
- The Council would be left without suitable office workspace for its staff, and significant operational difficulties in achieving plans for new ways of working.

5.1 Option 2: Lift and shift all existing Audio-Visual equipment

While there is some scope for this as already outlined:

- Equipment will be nearing the refresh point shortly after occupancy into the new buildings. Meaning reliability would start to become an issue and the procurement would then be necessary.
- The existing equipment is not an exact fit for the new requirement, meaning the wholesale move would not be technically viable.
- The fitout of the space is expected to take circa. three months and would mean Alexandra House and 48 Station Road would not be fully operational for this period.
- The Chamber, Event and Committee spaces don't have a current viable provision to move so would require a procurement exercise regardless.
- The option is resource intensive, requiring multiple teams to carry out the logistics.
- A high risk of not meeting the occupation timeline would be presented through compatibility issues, logistical delays and legacy equipment failures.

6. Background information

6.1 On 23 April 2023, Cabinet approved the redevelopment of the Civic Centre in Wood Green to serve as the Council's new headquarters, enabling the planned vacation of Station Road and Alexandra House. Subsequently, on 12 November 2024, Cabinet approved the appointment of the main contractor, John Sisk Ltd, to deliver the new Civic Centre based on the RIBA Stage 3+ design. Construction is now underway.

6.2 The construction work on the buildings is only one part of the Civic Centre programme, which comprises five distinct projects, as well as other initiatives that will complement the development such as highway improvements to improve road

crossings to the Civic Centre for which officers are seeking TfL funding. Reflecting the fact that the Civic Centre represents more than a new office building, it is an opportunity to continue to modernise how the Council works, taking advantage of the latest thinking in modern, sustainable office design and workforce development. Together, the workstreams set out below should help the Council to work more efficiently and effectively to deliver the services on which our residents rely, while also providing an environment appropriate to the civic and political decision-making centre of the borough. The five projects are:

- **BUILD** – management of the refurbishment of the old Civic Centre and construction of the new buildings.
- **EQUIP** – the subject of this report, fitting out the buildings with the necessary furniture, fixtures and equipment.
- **MOVE** – managing the preparation for and move from our existing buildings to the new location.
- **ENLIVEN** – ensuring the new Civic Centre fulfils its function as the civic heart of the borough and creates opportunities for public art, cultural and community activities and events to take place within it.
- **ESTATE** – realising the Civic Centre Business Case by maximising the value and placemaking opportunities offered by the freeing up of existing office buildings after the move.

6.3 Under the terms of the contract, John Sisk Ltd is responsible for delivering the building to shell and core standard, with a Category A fit-out (the BUILD project). The Council will undertake the client fit out to Category B and C+ standards (the EQUIP project).

6.4 The Civic Centre will serve as the primary office location for a significant number of Council staff. All Haringey staff, including those that will not have the Civic Centre as their normal base, will have access to the building. The Civic Centre is a 'work from anywhere' building meaning that staff can work from anywhere in the building and are able to choose the work setting they need to undertake the task at hand. Circa 1100 work settings are being provided for staff to choose with another 700 seats in meeting rooms/pods. It should be noted that the Civic Centre will hold events, always ensuring that Council business takes priority over events and other uses. The choice of audio-visual solutions for areas where events are envisaged will need to support events and add to the marketing asset for the Civic Centre.

6.5 The design includes a variety of workspace types to support flexible working, broadly categorised into three workstation settings:

- Long stay - traditional desks with an adjustable chair, monitor, keyboard, mouse, with charging points and network connection.
- Medium stay - shared tables, with a light task chair, charging facilities and WIFI connection for 2-3 hours
- Short stay or touchdown settings - small work surfaces with alternative seating (for 15 mins to 2 hours) located throughout the building.

- In addition, there are a range of flexible meeting rooms, meeting pods and booths and event spaces, all of which require audio-visual solutions.

6.6 To support full occupation and functionality, the Council will need to procure a wide range of FF&E items, including but not limited to:

- Office desks and chairs
- Meeting room furniture
- Café and kitchen equipment
- Reception and public area furnishings
- AV (this report) and IT equipment
- Storage solutions
- Specialist items such as tiered seating and accessible furniture

6.7 The diversity of workspaces is justified by the need to accommodate different working styles, promote cross-service collaboration, and support health and wellbeing including consideration of neuro-diverse needs of the workforce. Members have played an active role in shaping the design and functionality of these spaces, ensuring alignment with the Council's strategic priorities.

6.8 Accessibility remains a core consideration. Installations of audio-visual equipment will ensure accessibility has compliance has been met from the outset, minimising the need for retrofitting and ensuring inclusivity for all users.

6.9 A provisional budget was set for the programme of £3.15m, for all IT / AV elements of the programme. Peer and market engagement highlighted an estimated £1.56m would be required for the Audio-Visual elements at concept level. The remainder of the budget was required to procure professional services, consultancy services, networking, wireless and connectivity hardware and workstation hardware.

7 Procurement approach

Procurement Process-

The most appropriate route to market is the use of government approved NEUPC framework. Audio Visual: Supplies, system design integration and maintenance Framework, Lot '1(London) and Lot 2' AVI2007 NE. The Council being an associate member of this framework is allowed to procure through this framework. Moreover, the use of framework is both a legitimate route to market under procurement legislation and permitted under Contract Standing Order 7.02

This framework was procured r under PCR 2015 and expires in February 2027.

The Authority used Lots 1 & 2, these Lots allows for mini competition amongst suppliers engaged within the terms of the framework.

The tender was open to bids from all framework suppliers in the relevant lots on 31st October 2025 through Haringey Procurement and Contract System Portal (HPCS. <https://s2c.waxdigital.co.uk/ProcurementLBHaringey> by close of tender, six compliant tenders were submitted.

Bids were assessed in accordance with the evaluation criteria set out the tender documents and in line with terms of the framework outlined below:

7.1 Evaluation criteria

7.1.1 , the following scoring criteria was utilised to evaluate the tender returns to ensure compliance with the Council's requirements: -

- 60% price,
- 30% quality and
- 10% social value.

7.1.2 Quality evaluation

An audio-visual evaluation panel consisting of 5 Officers from Digital Services and FM teams assessed the Quality element of the bids as set out in the method statement to ensure compliance with the Council's requirements and included the following:

- Case Studies – 7.5%
- Pre-Staging & Proof of Concept – 7.5%
- Operational Support and Monitoring Services – 7.5%
- Deliveries and Installations – 7.5%
- Social Value – 10%

7.1.3 A moderation meeting was led by strategic procurement on 23 January 2026, to discuss and finalise scores.

7.2 Price evaluation

7.2.1 The Digital Services team commissioned an external independent Audio-Visual Consultant, who reviewed the prices submitted by the bidders for the preferred products in the Tender Pricing schedule.

On 5th February the panel returned the final scores for the bidders outlined in the table below:

Bidder	Price	Price weighted (60%)	Quality (40%)	Overall
A	£1,511,940.75	60.00	22.86	82.86
B	£1,571,384.61	57.73	31.50	89.23
C	£1,603,934.99	56.55	30.36	86.91
D	£1,607,712.34	56.42	28.25	84.67
E	£1,596,826.75	56.81	30.66	87.47
F	£1,578,727.05	57.46	21.03	78.49

7.3 Procurement outcome

7.3.1 It is proposed that the top scoring bidder B who provided the most advantageous tender is awarded the Audio-Visual contract at the estimated value of 1,571,384.61.

7.4 Social Value

7.4.1 The Council is required to consider how commissioned and procured services improve the economic, social and environmental wellbeing of the people and communities within Haringey. Supplier B confirmed they aligned to several objectives within the Borough Plan and Equalities principles and that they can support the Council in delivery of social value through their commitments to sustainability and equality.

7.5 Overall Programme Costs

7.5.1 This will be funded from existing provision within the Civic Centre AV Hardware Install & Commissioning project budget (Scheme 330) in the MTFs Capital programme.

7.5.2 The organisation's adoption of the Audio-Visual systems will inform the understanding of any support models required beyond April 2028. Digital Services and FM Support will work closely with Supplier B to build the support model and to arrive at further contractual arrangements for this as necessary and, if need be, a new requirement will be included in the Digital Services 2027/2028 Service Plan.

8 Contribution to the Corporate Delivery Plan 2022-2024 High level Strategic outcomes'?

Resident Experience and Enabling Success:

- A Supported and Enabled Workforce:
 - Work towards successful delivery of new Civic Centre

9 Carbon and Climate Change

The Council will be ensuring that our commitment to climate change is reflected in the procurement of the contractors, and equipment, which this report seeks approval for. The Civic Centre incorporates a strong focus on sustainability, aligned with the Council's target to achieve a BREEAM Outstanding rating. Key benefits of reuse and sustainable procurement include:

- **Carbon Reduction through Reuse:**
Reusing existing furniture significantly reduces carbon emissions by avoiding the need for new manufacturing and transport.
- **Support for the Circular Economy:**
Promotes responsible consumption and waste reduction by extending the lifecycle of existing assets.

10 Statutory Officers comments (Director of Finance (procurement), Head of Legal and Governance, Equalities)

10.1 Finance

The recommendation of the report to award a contract for Audio Visual Supply, Installation, Configuration & Support Services can be funded from the approved budget. Further finance comments are contained in the exempt report.

10.2 Procurement

10.2.1 The procurement process for the audio- visual provision at the Civic Centre was led by Strategic Procurement. The use of an established framework agreement represents a fully compliant and legitimate route to market under current procurement legislation. This approach offers several advantages, including reduced tendering timescales and more competitive pricing arising from aggregated demand across multiple contracting authorities.

10.2.2 The framework utilised for this procurement was awarded in full compliance with the Public Contracts Regulations 2015 (PCR 2015). A robust mini- competition was subsequently undertaken to identify the most suitable contractor, conducted strictly in accordance with the rules of the framework and relevant procurement legislation.

10.2.3 Furthermore, Contract Standing Order (CSO) 7.02 permits access to, and call- off from, frameworks established by other public sector bodies,

10.2.4 Following evaluation, the recommended contractor has demonstrated a clear ability to meet the Council's service requirements and submitted the most economically advantageous tender, balancing both quality and price.

10.2.5 In accordance with CSOs 7.02 (Call- off from Framework), 0.08 (Member Decision), 2.01(c) (Approval of awards valued at £500,000 or

above), and 16.04 (Issue of Letter of Intent), the recommendations set out in paragraph 3 of the report may be approved.

10.3 Legal

10.3.1 The Director of Legal and Governance (Monitoring Officer) was consulted in the preparation of the report.

10.3.2 Pursuant to the provisions of the Council's Contract Standing Order (CSO) 2.01(c), Cabinet has authority to approve the award of a contract where the value of the contract is £500,000 or more and as such Cabinet has power to approve the recommendation in paragraph 3.1 of the report.

10.3.3 Further to paragraph 10.3.1 above, and pursuant to the provisions of the Council's CSO 0.08, a decision reserved for cabinet may be taken by a Cabinet Member with the agreement of the Leader and as such the recommendations in paragraph 3 of the report seeking approval from the Cabinet Member for Finance and Corporate Services is in line the Council's CSO so long as the Lead Member is taking the decisions with the agreement of the Leader.

10.3.4 The recommendation in paragraph 3.2 of the report is permitted under the Council's CSO 16.04 which allows the issuance of a Letter of Intent pending the issuance and execution of a formal contract where works, goods or services under a contract is required to commence prior to the issuance and execution of a formal contract.

10.3.5 The Director of Legal and Governance (Monitoring Officer) see no legal reasons preventing the approval of the recommendations in the report.

Equality

The council has a Public Sector Equality Duty (PSED) under the Equality Act (2010) to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
- Advance equality of opportunity between people who share protected characteristics and people who do not
- Foster good relations between people who share those characteristics and people who do not

The three parts of the duty apply to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex and sexual orientation. Marriage and civil partnership status applies to the first part of the duty.

Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.

The Audio-Visual solution has been designed so that all displays are visible from all seated positions within a specific space. The audio quality will be enhanced with the equipment specifically designed for the room. Controls and interfaces to be installed at a height suitable to use when seated. Hearing loops will be integrated as required in spaces.

The Audio-Visual solutions will be trialled for user experience during the initial on-site Proof of Concept installations. This will specifically assess the impact to individuals within the Disability and Illness Network.

11 Use of Appendices

Part B Report

12 Background papers

N/A