

**NORTH LANARKSHIRE COUNCIL  
REPORT**

<b>To:</b> POLICY & RESOURCES (REGENERATION & INFRASTRUCTURE) SUB COMMITTEE	<b>Subject:</b> Single Supplier Procurement Approval – Tourism related training	
<b>From:</b> HEAD OF PLANNING & REGENERATION		
<b>Date:</b> 20 February 2014	Ref: 1762 /JT	

**1. Purpose of Report**

- 1.1 The purpose of this report is to seek approval for single supplier procurement of Flow Hospitality, customer service training module for Lanarkshire tourism businesses.
- 1.2 Approval is sought to agree a contract valued at £15,000 under General Contract Standing Orders 9 – Negotiated Tendering Procedure.

**2. Background**

- 2.1 The online customer service training module was developed by Flow Hospitality for Glasgow Tourism Service Initiative (Glasgow Service with Style) Official Legacy Project for 2014 Commonwealth Games and was developed in partnership with local tourism businesses.
- 2.2 The module covers customer service and local knowledge to develop staff awareness of local hotels and transport, attractions and retail, food and drink and cultural venues.
- 2.3 The tender price covers 2000 training modules plus development work tailoring the Glasgow section to Lanarkshire.

**3. Justification**

- 3.1 Glasgow Tourism Service Initiative and Scottish Enterprise are incurring the development costs. Amending the existing module will utilise the work which has already been done and therefore represents best value and efficiency.
- 3.2 Flow Hospitality are recognised experts in the field of online training in the hospitality sector and won the competitive tender for Glasgow.
- 3.3 Procurement complies with the requirements of negotiated procedure in the general contract standing orders.

**4. Financial implications, timescales and delivery arrangements**

- 4.1 A quote for delivering 2,000 training modules has been received by the Council of £15k. This is a Lanarkshire wide project being delivered with support of the Lanarkshire Area Tourism Partnership. An agreement has been made with South Lanarkshire Council to split costs and it is intended to re-charge £7,500. The balance of £7,500 would be met from existing tourism budget - (budget code – CE706) this year and next financial years.
- 4.2 Module development and procurement to be completed before 31<sup>st</sup> March 2014 and training to take place throughout 2014.

5. **Recommendations**

- 5.1 It is recommended that Committee approve the single supplier procurement of Flow Hospitality Customer Service module.

A handwritten signature in black ink that reads "Shirley Linton". The signature is written in a cursive, slightly slanted style.

**Shirley Linton**  
**Head of Planning & Regeneration**

Local Government Access to Information Act: for further information please contact Jennifer Thomson, Planning and Regeneration Services at Tel 01236 632625