



Officer Decision Record – Key Decision

Key decisions taken by an officer are subject to the 5 day call in period from circulation to Members, and therefore the decision will be released for implementation following the call-in period and no call in being received

1. Cabinet date and copy resolution this key decision relates to

6 April 2022 (DN.148)

1. That the procurement exercise for the Customer and Service Management Platform is approved.
2. That authority be delegated to the Executive Director Place, Environment, Economy & Resources in consultation with the Portfolio Holder for Finance, Resources and Assets to deal with all matters leading to and including the award of the contract for the Customer and Service Management Platform.
3. That the Chief Legal and Monitoring Officer be authorised to complete and execute all legal documentation in connection with the award.

2. Subject and details of the matter (to include reasons for the decision)

Approval to award the contract for the Customer and Service Management Platform. The system covers the following functionality:

- Customer Relationship Management
- Case Management
- Bookings
- Survey Functionality
- Project Management

The whole life value of the contract is £663,518k

The maximum contract duration is 48 months.

A direct award process has been undertaken via the Crown Commercial Services (CCS), G-Cloud 12 Framework Lot 2 Cloud Software to identify the most economically advantageous service offering.

Following application of the direct award process, prescribed by the CCS, the XMA Limited service offering has been identified as the most economically advantageous, and so approval is sought to award the contract for the Customer Services Management Platform to XMA Limited for a maximum duration of 48 months.

3. Decision being taken

That the Executive Director Place, Environment, Economy & Resources in consultation with the Portfolio Holder for Finance, Resources and Assets approves award of the contract for the Customer Services Management Platform to XMA Limited for a maximum period of 48 months.

4. Is it an Urgent Decision? If yes, specify the reasons for urgency. Urgent decisions will require sign off by the relevant scrutiny chair(s) as not subject to call in.

No.

5. Anticipated outcome(s)/benefits

The contract for the Customer and Services Management Platform is awarded via an approved framework to XMA Limited, for a maximum of 48 months.

6. Details of any alternative options considered and rejected by the officer when making the decision (this should be similar to original cabinet decision)

A data and insights exercise has been undertaken across the organisation, and this provided a clear picture of the current use of multiple systems across the organisation. The "do nothing" option had been considered, but was not felt to be feasible, as there is a need to improve efficiency across all areas of the service and to be able to have a system that links into front line services.

Not award the contract to XMA Limited. The XMA Limited, service offering has been identified as the most economically advantageous, so there is no reason to not award.

7. Background documents considered (web links to be included and copies of documents provided for publishing)

Cabinet Decision (DN.148) Procurement of a Customer and Service Management IT Platform.

8. Does the taking of the decision include consideration of Exempt information? If yes, specify the relevant paragraph of Schedule 12A and the reasons

No.

9. Details of any conflict of interest declared by any Cabinet Member who was consulted by the officer which relates to the decision (in respect of any declared conflict of interest, please provide a note of dispensation granted by the Council's Chief Executive)

No conflicts of interest have been identified.

10. Monitoring Officer Comments (Monitoring Officer or nominee)

The decision to award is consistent with the will of Cabinet, noting the decision and delegations of 6th April 2022. The process of a direct award via the framework has been conducted so as to comply with the Council's policy and legal obligations, specifically in compliance with the Council's Contract Procedure Rules and the Public Contracts Regulations 2015 and supported by relevant officers. Legal Services will support the completion of the contractual documentation on award.

11. Section 151 Officer Comments (Deputy S151 Officer or nominee)

The procurement exercise helps ensure that the Council achieves best value for money from contract arrangements.

The cost of purchase and implementation of the new system will be met from an approved capital budget for this project.

Ongoing revenue implications will be required to be met through the Medium Term Financial Plan 2023/24 – 2025/26.

12. Human Resource Comments (Head of People and Culture or nominee)

There are no direct HR implications from the awarding of the contract via the framework

13. Risk Assessment (in accordance with the Report Writing Guide)

Without a Customer and Service Management Platform, there is a risk the Council would not be able to meet its duties in providing an efficient service to customers.

The opportunities include having a clearer oversight of organisation wide resources and activities, that support frontline services in a single platform.

The platform will reduce human error with real-time reporting, along with reducing information governance impacts and increase operating efficiency.

14. Has the Cabinet Tracker been updated with details of this decision?

Yes.

15. Decision Maker(s):

Name: Sharon Wroot

Title: Executive Director Place,
Environment, Economy & Resources

Signed: Redacted

Dated: 27/10/22

**16. Consultation carried out with
Portfolio Holder(s):**

Name: Cllr Stephen Harness

Title: Portfolio Holder for Finance,
Resources and Assets

Signed: Redacted

Dated: 27/10/22

Name:

Title:

Signed:

Dated: