

Individual Executive Decision Notice

Report title	Information Technology Service Management Application IEDN	
Decision designation	GREEN	
Cabinet member with lead responsibility	Councillor Louise Miles Cabinet Member for Resources	
Wards affected	(All Wards);	
Accountable Director	Charlotte Johns, Director of Strategy	
Originating service	Procurement	
Accountable employee	Peter Holmes Tel Email	Contract Manager Tel: 01902 556175 peter.holmes@wolverhampton.gov.uk
Report has been considered by	Directorate Leadership Team Cabinet (Resources) Panel	27 May 2020 16 June 2020

Summary

Cabinet Member for Resources is recommended to approve the award of a contract for information technology service management system (ITSM).

Recommendation for decision:

That the Cabinet Member for Resources, in consultation with the Director of Strategy:

1. Approves the award of a contract for an ITSM via the G-Cloud framework, to Alfapeople UK Limited of Phoenix House, 18 King William Street, London EC4N 7BP. This will be for an initial term of two years with the option to extend for an additional two periods of 12 months with a contract value of £251,809.

Signature

Date:

Signature

Date:

1.0 Background

- 1.1 ICT require an agile platform that engineers can use, bringing a quicker and more efficient service to customers. Customers need a single platform that they can confidently record and track incidents and requests from start to finish.
- 1.2 The Council supports a number of organisations, that have varying Service Level Agreements and we wish to provide a greater 24/7 digital experience rather than the traditional telephone service to support the Council's Agile policy.

2.0 Evaluation of alternative options

- 2.1 The most economical route to market was a direct award under the G-Cloud 11 Framework procured by Crown Commercial Services. The framework is compliant with the Public Contract regulations 2015 and with the Council's Contract Procedure Rules.

3.0 Reasons for decision

- 3.1 The evaluation criteria set out by Crown Commercial Services was followed by the Council. Only Alfapeople UK Limited offered a suitable integration with the Microsoft 365 environment. The process carried out was compliant with the framework rules, the Public Contract Regulations 2015 and the Council's Contract Procedure Rules.

4.0 Financial implications

- 4.1 Cabinet (Resources) Panel on 16 June 2020, approved the delegation of authority to the Cabinet Member for Resources, in consultation with the Director of Strategy, to approve the award of a contract for Information Technology Service Management Application (ITSM).
- 4.2 In line with the above delegated authority, this report seek approval to award the ITSM contract to Alfapeople UK Limited.
- 4.3 The total contract value is for up to £251,809 over a four-year period. This contract value allows for both capital and revenue elements of expenditure and will be funded from existing ICT services capital and revenue budgets
- 4.4 The contract includes capacity for an estimated £41,000 per annum to enable services to adopt the solution for their individual needs. It is assumed that the costs of which will be funded from existing budgets within that associated service.
- 4.5 The additional revenue expenditure for year two, three and four (approx. £41,000 per year + Consumer Price Index) is not committed and is only required if services adopt this solution for their service needs.
- 4.6 This revenue cost would be expected to be found within their departmental budgets where savings may be identified by decommissioning legacy systems. [EM/06082020/Y]

5.0 Legal implications

- 5.1 The contract will be awarded in accordance with the Council's Constitution and relevant legislation.
- 5.2 The G-Cloud 11 framework has been set up by Crown Commercial Services, in accordance with the Public Contract Regulations 2015.
- 5.3 The procurement will be a framework direct award procedure, using the G-Cloud 11 framework, in accordance with the Public Contract Regulations 2015, the Council's Contract Procedure Rules and the framework direct award procedure.
[TS/31072020/Q]

6.0 Equalities implications

- 6.1 There are no equalities implications arising from the recommendations of this report.

7.0 Climate change and environmental implications

- 7.1 There are no climate change and environmental implications arising from the recommendations of this report.

8.0 Human resources implications

- 8.1 There are no human resources implications arising from the recommendations of this report.

9.0 Corporate Landlord implications

- 9.1 There are no corporate landlord implications arising from the recommendations of this report.

10.0 Health and Wellbeing implications

- 10.1 There are no health and wellbeing implications arising from the recommendations of this report.

11.0 Covid implications

- 11.1 There are no Covid implications arising from the recommendations of this report.

12.0 Schedule of background papers

- 12.1 There are no schedule background papers attached.