

# Nottingham City Council Delegated Decision



**Nottingham**  
**City Council**

Reference Number:	4302
Author:	Matthew Woods
Department:	Finance and Resources
Contact:	Matthew Woods (Job Title: Business Development & Improvement Manager, Email: matthew.woods@nottinghamcity.gov.uk, Phone: 01158761209)
Subject:	Granicus-Gov Service Contract Extension
Total Value:	£46,977.41 (Type: Revenue)
Decision Being Taken:	1) To exercise the option to extend the current contract with Granicus-Gov Service to provide Nottingham City Council with a Customer Experience Platform by one year in accordance with the agreed extension period of the original contract. 2) To approve the spend associated with extending the contract;3) To delegate authority to the Head of Customer Services to sign the new contract extension with the supplier.
Reasons for the Decision(s)	Granicus Gov Service is a cloud based Customer Experience platform, which has been used by the authority since 2015. It consists of 4 main products.Forms - this is a package that allows the council to build its own bespoke e-forms and digital processes. There are about 150 live process including bulky waste, reporting issues, missed bin.Service - this is our contact centre product. It allows Customer Service Advisors to take calls from customers, access their account details and book services on their behalf. It also allows them to update customer records and see any previous contact.Dash/Caseviewer - this is used to workflow and access casework digitally. Colleagues across the council use this to process requests.Self - this allows customer to login to the website and make service requests online. 85% of our customer contact is via these digital channels.At present we have 180,000 customer accounts in the system and around 12,000 cases are processed each month (e.g. customers paying for new bins, reporting a fly tip, applying for a landlord licence). The system is also used for many internal processes for all services with the authority. In accordance with the requirements calling off the G-cloud framework, the original contract was set up for 2-years with the option to extend for two additional periods of 1 year. This extension is to seek permission to extend the contract into the final 1 year period.To extend the contract for one year in accordance with the agreed extension period of the original contact would cost the authority £46,977.41+VAT.

**Other Options Considered:**

1. Not extending the contract. This option was rejected. To not continue with the platform would mean taking online forms off the website, removing the digital function and online processes for colleagues or customers to use. As there processes for customers or the customer contact centre to use, telephones calls to the council would increase significantly. This could lead to customer dissatisfaction and impact the reputation of the council. 2. Do nothing. This option was rejected for the same reasons as option 1. 3. Seek an alternative supplier. This option was rejected as it would cause significant disruption and the existing contract has extension clauses built in.

**Background Papers:**

**Published Works:**

Original Delegated Decision 1785 for the Customer Access Programme initial costs. Report to Executive Board, 25 February 2014: Customer Access Programme Business case.

**Affected Wards:**

Citywide

**Colleague / Councillor Interests:**

None

**Consultations:**

Those not consulted are not directly affected by the decision.

**Crime and Disorder Implications:**

No implication

**Equality:**

EIA not required. Reasons: EIA not required. No change from existing provision.

**Social Value Considerations:**

N/A

**Any implications affecting IT:**

Yes

**Decision Type:**

Officer

**Executive Decision?**

Yes

**Scheme of Delegation  
Reference Number or Other  
Source of Delegation:**

1

**Subject to Call In:**

No

The call-in procedure does not apply to the decision because the value of the decision is below the call in threshold.

**Advice Sought:**

Legal, Finance, Procurement, IT

**Legal Advice:**

The proposals in this report raise no legal issues and are supported.

It is understood that the service provided under the contract offers an invaluable customer experience to those contacting the Council.

The original contract provided the option to extend the contract into a 4th year and this approval seeks to exercise that option and approve the associated spend with doing so.

Appropriate contract extension arrangements should be put in place and legal services will assist as required. Advice provided by Dionne Claire Screamon (Solicitor) on 21/07/2021.

**Finance Advice:**

This decision seeks approval to extend the current contract with Granicus-Gov Service by one year in accordance with the agreed extension period of the original contract and decision. The cost of the one year contract extension is £0.047m and is funded in full from within existing budget within Customer in the Finance & Resources Directorate therefore no financial pressure will occur.

The service will need to plan ahead of the end date of the extended contract in order to undertake a compliant procurement process to ensure value for money is obtained by testing the market. Advice provided by Philip Gretton (Finance Analyst) on 23/06/2021.

**Procurement Advice:**

In accordance with the requirements calling off the G-cloud framework, the original contract was set up for 2-years with the option to extend for two additional periods of 1-year. This extension is to seek permission to extend the contract into the final 1-year period.

Procurement have no concerns and support the DDM request. Advice provided by Louise Dobson (Business Support) on 12/07/2021.

**IT Advice:**

The IT Service supports the proposal made within this delegated decision.

The software used supports core business functions within the Council and so its on-going support is required.

Advice provided by Paul J. Burrows (IT Change, Projects & Strategy Manager) on 29/06/2021.

**Signatures:**

Clive Heaphy (Corporate Director of Finance and Resources)

SIGNED and Dated: 28/07/2021