

Nottingham City Council Delegated Decision



Nottingham
City Council

Reference Number:	4510
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
Total Value:	£326,300 (Type: Revenue)
Decision Being Taken:	1) To approve a new contract for continuation of service with Granicus-Gov Service to provide Nottingham City Council with a Customer Experience Platform, from January 2022 for two years, with an option to renew for up to a total of four years, through the Gov.UK Digital Market Place Framework.2) To approve the spend associated with this contract.3) To delegate authority to the Head of Customer Services to sign the new contract.

Reasons for the Decision(s)

Granicus-Gov Service is a cloud based Customer Experience platform which has been used by the authority for it's digital forms package since 2015. There are four main products

Service: This is our Customer Relationship Management tool that is used to log service request for customers that contact us by phone and provides performance and management information tools.

Self: This is our customer portal that allows customers to create an account on the website, log service requests and monitors progress.

Forms: This is our digital process designer that allows us to create digital processes that are used by customers online, the customer hub and work flow casework to colleagues.

Dash: This is our internal workflow tool that allows us to allocate casework, allowing teams to work digitally and virtually and handle service requests from our customers.

The Granicus system enables Nottingham City Council to deliver high quality digital processes to ensure our customers can manage their transactions online.

Other Options Considered:

1) Not entering a new contract. This option was rejected. To not continue with the platform would mean removing online processes from Nottingham City Council's website and all digital functions and online processes for colleagues and customers to use. This would lead to reduction in choice to our customers and transactional service requests moving to more expensive channels such as telephone and face to face. 2) Seek an alternative supplier. This option was rejected. Changing suppliers at this stage would cause significant disruption to internal and external services and through the Gov.UK Digital Market Place Framework., the current supplier was identified as the best value contract.

Background Papers:

None

Published Works:

Original Delegated Decision 1785 for the Customer Access Programme. Report to the Executive Board. 25th 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:	None
Equality:	EIA not required. Reasons: This decision does not represent proposals for a change to a policy, service or function.
Social Value Considerations:	N/A
Any implications affecting IT:	Yes
Decision Type:	Portfolio Holder
Subject to Call In:	Yes
Call In Expiry date:	03/02/2022
Advice Sought:	Legal, Finance, Procurement, IT
Legal Advice:	<p>The proposals in this report raise no legal issues and are supported.</p> <p>It is understood that the services are vital to the Council's customer service offering. The chosen provider is accessible by calling off from a compliant Framework. Legal services will support procurement colleagues as required. Advice provided by Dionne Claire Screatton (Solicitor) on 12/01/2022.</p>

Finance Advice:

This decision seeks approval to enter into a contract for 2 years with an option for a further 2 years. The total value of the contract is £0.326m over the maximum 4 year period which equates to an annual cost of £0.082m. The full value of this decision will be funded from within existing budgets held by Customer within Finance and Resources. Due to this being fully funded, no financial pressure will occur.

Procurement of the contract will be done via a compliant framework to maximise value for money and to meet procurement and financial regulations.

The contract should only be extended for the further 2 years if the service and price represents value for money. Advice provided by Philip Gretton (Finance Analyst) on 14/01/2022.

Procurement Advice:

The services set out in the decision to be taken section if this report will be sourced via the Gov.UK Digital Market Place Framework and is therefore a compliant route to market and the decision is supported by procurement. Advice provided by Paul Ritchie (Procurement Manager) on 07/01/2022.

IT Advice:

IT support this procurement and the continuation of the use of this workflow automation system. A large number of workflows are in place already, both public and colleague facing. The system complements other systems and integrations, with future work already planned. Advice provided by Simon Salmon (Head of IT) on 17/01/2022.

Signatures

Sally Longford (PH for Energy, Environment and Waste Services)
SIGNED and Dated: 27/01/2022
Clive Heaphy (Interim Corporate Director for Finance & Resources)
SIGNED and Dated: 27/01/2022