

## Officer Decision Record – Executive Decision

**If Key Decision: Decision Ref. No.**

**B002/22**

*If not a Key Decision write n/a above*

### OFFICER DECISION RECORD <sup>i</sup>

Officer Key Decisions are subject to the Council's Call-In Procedure (Annex 9 of the Council's Constitution <https://www.hertfordshire.gov.uk/about-the-council/freedom-of-information-and-council-data/open-data-statistics-about-hertfordshire/who-we-are-and-what-we-do/who-we-are-and-what-we-do.aspx>)

**Subject:** Award contract for electronic document records management software

**Type of Decision:** Executive

**Key Decision (Executive Functions only):** Yes

**Executive Member/Committee Chairman:**  
Bob Deering

**Portfolio (Executive Functions only):**  
Resources and Performance

**Officer Contact:** Anna Morrison

**Tel:** 01992 588 282

**April 2022**

## 1. Decision

To enter into an Agreement for the provision, data migration, transformation and service management of a new Electronic Documents & Records Management System (EDRMS) for the Council.

## 2. Reasons for the decision

Opentext UK Ltd.'s Content Server (Livelihood) was first implemented on premise in 2010 as Hertfordshire County Councils' (HCC) corporate 'Electronic Document and Record Management System' (EDRMS).

The current version (CS 16.2.3) of the HCC document management solution will cease to be supported by Opentext in December 2022. Furthermore, the annual support and maintenance contract with Opentext UK Ltd has already been extended and is due to cease in June 2022.

HCC's requirement for a Corporate EDRMS remains business critical, as a management and storage facility for some of the Council's most sensitive and critical documentation and records including storage integration with social care and SAP ERP case management systems.

## 3. Alternative options considered and rejected

The current software maintenance agreement contract ends June 2022 and subsequent licencing ceases to be supported in December 2022. The strategic imperative for the Council is to commission support services to ensure business continuity, with no change not being an option.

Several options were considered and assessed against critical success factors with Risks and Benefits identified and considered. These include:

<b>Benefit description 1:</b>	<b>Option 1: Do Nothing</b>	<b>Option 2: Upgrade on-premise</b>	<b>Option 3: Upgrade via managed Cloud solution</b>	<b>Option 4: Upgrade via managed Cloud solution</b>
<b>Benefit description 2:</b>	<b>Option 1: Do Nothing</b>	<b>Option 2: No O365 integration</b>	<b>Option 3: Integration with O365</b>	<b>Option 4: Integration with O365 and Success Factors</b>
<b>Benefit description 3:</b>	<b>Option 1: Do Nothing</b>	<b>Option 2: Upgrade on-premise</b>	<b>Option 3: Upgrade to managed Cloud solution</b>	<b>Option 4: Upgrade to managed Cloud solution</b>

Procurement routes for the provision, data migration, transformation and service management of an EDRMS were explored. It was agreed to procure through the Crown Commercial Services GCloud 12 framework (RM1557) to ensure procurement compliance and continuity of service. The digital marketplace process was used to identify potential suppliers meeting key criteria and then an evaluation activity pursued to determine suitability.

**April 2022**

4. **Consultation** (see *Summary of Requirements below*)

**Was any Councillor consulted?            No**

**If yes:**

(a)    Comments of Executive Member/Committee Chairman (*delete as applicable*)

N/A

(b)    Comments of other consultees

N/A

5.    **Any conflict of interest declared by a councillor who has been consulted in relation to the decision**

N/A

6.    **I am proceeding with the proposed decision.**

Signed: Scott Crudgington

Title: Deputy Chief Executive & Executive Director of Resources

Date: 6 May 2022

Copies of record to:

- All consultees
- hard & electronic copy (if required to be made available for public inspection) to Democratic Services Manager - Room 213 County Hall.<sup>ii</sup>

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## Summary of Requirements to Inform/Consult Councillors

<b>Significance of Proposed Action</b>	<b>Controversial</b>	<b>Relevant Councillor(s) to be Consulted</b>
Technical/Professional/ Routine	No	No need to inform or consult councillors
Technical/Professional/ Routine	Yes	<b>Executive Functions:</b> Consult relevant Lead Executive Member and, where appropriate, Local Councillor <b>Non-Executive Functions:</b> Relevant Committee Chairman and, where appropriate, Local Councillor
Local	No	<b>Executive Functions:</b> Inform Lead Executive Member and Local Councillor <b>Non-Executive Functions:</b> Inform Local Councillor
Local	Yes	<b>Executive Functions:</b> Consult Lead Executive Member and Local Councillor <b>Non-Executive Functions:</b> Consult Local Councillor
General or County-wide	No	<b>Executive Functions:</b> Consult relevant Lead Executive Member (s) <b>Non-Executive Functions:</b> Consult relevant Committee Chairman
General or County-wide	Yes	<b>Executive Functions:</b> Consult relevant Lead Executive Member (s) and the Leader of the Council <b>Non-Executive Functions:</b> Consult relevant Committee Chairman/Leaders all Political Groups