

Officer Decision Record – Executive Decision**If Key Decision: Decision Ref. No.**

B018/22

OFFICER DECISION RECORD ⁱ

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: Next Generation Programme: Awarding an IT End User Support Contract (Helpdesk/Hardware provision)	
Type of Decision: Executive	Key Decision (Executive Functions only): Yes
Officer Contact: Dave Mansfield Tel: 01992 588331	Executive Member/Committee Chairman: Bob Deering Portfolio (Executive Functions only): Technology Scott Crudgington / Anna Morrison

1. Decision

To enter into a contract for IT end user support (Helpdesk/Hardware provision) for the Council.

- 1.1 That the Director of Improvement & Technology has determined that Annex A to this Decision Record should not be disclosed to the public as it contains exempt information as defined by Section 100 of the Local Government Act 1972, Schedule 12A, the public interest in maintaining the exemption outweighing the public interest in disclosing that information.

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- 1.2 Subject to 1.1 above, awards the provision of IT end user support (Helpdesk/Hardware provision) as set out in Annex A and approves the signing of the contract.

2. **Reasons for the decision**

Following a mini-competition process where Technology invited suppliers on the Crown Commercial Services Technology Services 3 framework (RM6100) to bid for an IT end user support contract, submissions were evaluated and the supplier specified in Annex A was calculated as the best based on price and quality assessment.

3. **Alternative options considered and rejected**

Insourcing of the team and functions, but this was rejected because IT Helpdesk provision has a strong market of specialist companies competing to deliver services that customers value. These specialist companies provide best practice expertise, utilizing the latest technology to provide support solutions efficiently and effectively.

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

Was any Councillor consulted? Bob Deering

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

(If a Councillor declares a conflict of interest DO NOT PROCEED without seeking advice from Democratic Services or Legal Services).

6. **I am proceeding with the proposed decision.** (*delete words in square brackets if no requirement to consult the Executive Member/Committee Chairman*)

Signed: *Scott Crudgington*

Title: Director of Resources

Date: 01-Nov-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.ⁱⁱ

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Summary of Requirements to Inform/Consult Councillors

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

		and the Leader of the Council Non-Executive Functions: Consult relevant Committee Chairman/Leaders all Political Groups
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