

Officer Decision Record – Executive Decision

If Key Decision: Decision Ref. No.

B015/23 2023/24

If not a Key Decision write n/a above

OFFICER DECISION RECORD ¹

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:

One -year contract award for provision of a Customer Service Centre (via direct award within Crown Commercial Services Framework)

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, Director of Improvement & Technology

Tel: 01992 588282 (Internal: 28282)

April 2020

1. **Decision**

- 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.
- 1.2 Subject to 1.1 above, awards the provision of the Customer Service Centre (via direct award within Crown Commercial Services Framework) as set out in Annex A.

2. **Reasons for the decision**

Following a direct award process via within a Crown Commercial Services Framework, it is intended to award the contract to the supplier shown in Annex A based on assessment of quality and price. The supplier has the technical and professional ability required to perform to the expected standards in order to support the Council's requirements and service outcomes. Scoring criteria is detailed in Annex A.

3. **Alternative options considered and rejected**

- The Council went out to further Competition in June 2022, however this was halted due to complexities arising regarding the technology requirements. The consequential delay whilst the solution was being explored meant that the further competition tender process could not be completed within the available timeline.
- In House unable to deliver CSC service at comparable cost to existing provision and timeline.
- As a statutory service provision, doing nothing is not an option.

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

Was any Councillor consulted? Yes *Bob Deering*

If yes:

- (a) Comments of Executive Member

Noted and agreed R&P Exec Member Briefing (CLG) 17th Jan 2023

- (b) Comments of other consultees

April 2020

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. **Following consultation with the Executive Member/Committee Chairman, 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*
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Title: Director of Resources

Date: 16-Mar-2023

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

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	Executive Functions: Consult relevant Lead Executive Member and, where appropriate, Local Councillor Non-Executive Functions: Relevant Committee Chairman and, where appropriate, Local Councillor
Local	No	Executive Functions: Inform Lead Executive Member and Local Councillor Non-Executive Functions: Inform Local Councillor
Local	Yes	Executive Functions: Consult Lead Executive Member and Local Councillor Non-Executive Functions: Consult Local Councillor
General or County-wide	No	Executive Functions: Consult relevant Lead Executive Member (s) Non-Executive Functions: Consult relevant Committee Chairman
General or County-wide	Yes	Executive Functions: Consult relevant Lead Executive Member (s) and the Leader of the Council Non-Executive Functions: Consult relevant Committee Chairman/Leaders all Political Groups