

## London Borough of Hammersmith and Fulham Record of Officer Decision

**The Decision below is not subject to call-in and can be implemented.**

❖ Confirmed Decision List published on: 9 March 2021

1. **TITLE:** Extension of call off contract for the ICT Service desk

2. **DECISION MADE BY:** Director of Resources

3. **DECISION:**

1. That the Appendices A and B are not for publication on the basis that they contain information relating to the financial or business affairs of any particular person (including the authority holding that information) as set out in paragraph 3 of Schedule 12A of the Local Government Act 1972 (as amended).
2. To approve a one-year permitted extension to the existing call off contract with Agilisys Limited from the Information Technology and Communications Services' framework for 'Service desk'. The total value of the contract is £2.6m. The estimated maximum value of this extension is £511,998 (12 months).

4. **REASON FOR DECISION:**

1. The recommended contact extension offers the best value for money for the council by maximising the use of services and processes developed in the initial term.
2. It is possible that there will be significant changes to some of the large applications underlying the council's frontline services in the coming year, as these contracts are currently being re-procured and are expected to conclude within the year. The implementation and integration of any new application will result in teething problems and will require a well-developed problem resolution process to be in place. Not extending the call off contract and switching services to a new provider and or delivery model would result in more fundamental changes which would pose a risk to day-to-day operations.
3. The extension period will enable the council to evaluate the new service desk proposal and to decide whether to extend the current service desk contract for the final two years.

5. **ALTERNATIVE OPTIONS CONSIDERED:**

As described in the report.

6. **CONFLICTS OF INTEREST DECLARED AND DISPENSATIONS GRANTED:**

None

<b>Date of Decision</b>
08 March 2021