

## London Borough of Hammersmith and Fulham Record of Cabinet Member Decision

**The call-in has expired and the decision can be implemented.**

- ❖ Draft Decision List published on: 30 November 2023
- ❖ Confirmed Decision List to be published on: 5 December 2023

1. **TITLE: Procurement strategy of a Portal, E forms & CRMM system**

2. **DECISION MADE BY:** Cabinet Member for Finance and Reform

3. **DECISION:**

1. To carry out a competitive tender exercise for a new customer portal, E form, CRM platform to award a new contract for 3 years with an optional 1-year extension.
2. To note that the annual contract cost has been estimated at £180k, making a total value of £720k. This is based on the current costs of Granicus, and these figures are only used as an indicative cost. Price will have a heavy weighting when evaluating any bidders.

4. **REASON FOR DECISION:**

A competitive tender exercise will enable the council to ensure procurement of the best IT platform, taking advantage of advances in the industry and ensuring we remain ruthlessly financial efficient.

5. **ALTERNATIVE OPTIONS CONSIDERED:**

Consideration has been given to implement the 2 year contract extension within the current Granicus-Firmstep. However, as previously stated it is felt more prudent to hold a competitive tender process to ensure we get the best platform and best value for money.

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

None

<b>Date of Decision</b>
28 November 2023