

London Borough of Hammersmith and Fulham Record of Cabinet Member Decision

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

- ❖ Draft Decision List published on: 4 March 2024
- ❖ Confirmed Decision List published on: 7 March 2024

1. **TITLE: IT Service Desk Procurement Strategy and Award report**

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

3. **DECISION:**

1. To note that Appendix 1 is not for publication on the basis that it contains information relating to the financial or business affairs of any particular person (including the authority holding that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 the Procurement Strategy for the award of Service Desk contract by way of a five year call off contract from Lot 5: Service Integration and Management of the RM6100 Technology 3 framework from the Crown Commercial Service. It is estimated that the total value of the contract over five years will be about £2.6m This will cover the costs incurred by Agilisys for transition. The operational cost will be funded from Digital Services' existing operational budget.
3. To approve the award of Service Desk contract to Agilisys limited by way of a direct award from the above framework.
4. To approve reserve spend of £137,000 for transition costs payable to Agilisys and a further £100,000 for Council change management costs.
5. To note that this proposal is supported by the Chief Digital Officer.

4. **REASON FOR DECISION:**

The current service desk contract for the Council is due to end on 31 March 2024 and cannot be extended beyond this date. The service provider, Agilisys Limited, has consistently delivered a high performing service which has been good value for money and which has achieved a high level of customer satisfaction.

5. **ALTERNATIVE OPTIONS CONSIDERED:**

As described in the report.

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

None

Date of Decision
31 January 2024