

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: 23 September 2024
- ❖ Confirmed Decision List published on: 26 September 2024

1. **TITLE: Procurement of Out of Hours Contact Centre Service - Joint Partnership to continue for the OOH telephony service provision**

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

3. **DECISION:**

1. To note that that Appendices B, D and E are not for publication on the basis that they contain information relating to the financial or business affairs of any particular person (including the authority holding that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. That LBHF commits and continues to remain part of the Joint partnerships/new contract with the chosen supplier and retain an overarching contract agreement and Memorandum of Understanding (MOU) with other partners. To note that Ealing will also remain as the Lead Partner.

4. **REASON FOR DECISION:**

1. The proposal is for LBHF to remain within the Joint OOH Partnership and participate in the competitive dialogue procurement for the Joint Out of Hours Telephony contract as the current contract ends on Monday, 20th October 2025.
2. The current contract with Capita was of 7 years' duration, and there is no option to extend.

5. **ALTERNATIVE OPTIONS CONSIDERED:**

3. Option 1: Do nothing – Current contract expires, and no new contract is procured (Not Recommended)
4. Option 2: Deliver the service in-house (make/buy decision) (Not Recommended)
5. Option 3: The Council undertakes a full regulated procurement process, advertised to the market, directly (Not Recommended)
6. Option 4: Procure using a compliant framework or Dynamic Purchasing System (DPS), using a mini competition (Not Recommended)
7. Option 5: Procure using a compliant framework, using a direct award (Not Recommended)

Recommended)

8. Option 6: The Council continues to remain part of the Joint Partnership, and is part of the collaborative procurement led by Ealing Council
(Recommended)

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

None

Date of Decision
20 September 2024