

## OFFICER KEY DECISION

Decision:

(i) Details of decision

To agree the award of the contract for the supply of a replacement Customer Transaction Management (CTM) system. A full OJEU tender was undertaken for the purchase and implementation of an off site cloud based CTM system that will enable the Council to deal with many types of transactions at a first point of contact

The initial contract will be for three years, with the option for the Council to take up to a maximum of four 1 year extensions.

Five tenders were received. The tender from Firmstep Limited achieved the highest overall score in accordance with the award criteria of 60% price, 20% quality and 20% technical. The cost of the Firmstep Limited solution is £215,775 over the initial three year term. This cost is consistent with the budget provisions

(ii) Reasons for decision

The tender evaluation process was completed 27<sup>th</sup> March 2017.

This procurement is a key decision, and as such requires an Officer Decision before the contract may be awarded, letters issued to all tenderers and the commencement of the 10 day standstill period. The contract award decision will be provisional and is subject to any challenge that may be made during the standstill period

(iii) Details of any alternative options considered and rejected

None

(iv) Conflicts of Interest and any Dispensations Granted

None

Decision taken by:

(i) Name: Paul Anderson

(ii) Designation: Executive Head of Service (Resources)

Date of Decision: 3/4/18.

Date of Publication of Record of Decision: