

Bolsover District Council

Meeting of the Executive on 2nd December 2024

Granicus GovService Contract Renewal

Report of the Portfolio Holder for Resources

Classification	This report is public.
Contact Officer	Kristen O’Gorman

PURPOSE/SUMMARY OF REPORT

To endorse the decision of the Chief Executive Officer to renew the Granicus GovService contract for a period of three years.

REPORT DETAILS

1. Background

- 1.1 The GovService product from Granicus is managed and developed by the Joint ICT Service and is used by the authority to provide a solution which:
 - Provides the Customer Services team with their customer relationship management solution (CRM); for handling, logging, directing, and following up on all enquiries coming from customers to the Council via Customer Services.
 - Provides the majority of ‘self-service’ forms for customers who choose to report, pay, and apply for services, online.
 - Is the core customer facing portal for all online services, including those provided by third parties <https://selfservice.bolsover.gov.uk/> accessed via the Council’s website.
 - Provides Council staff with an efficient solution for internal forms and processes.
 - Enables the Council to have integrated, end-to-end processes which streamline and improve services for customers and staff.
- 1.2 The current solution was originally purchased in 2013 and has been continually improved and expanded over the years, as the Council has progressed and improved its provision for customers and embraced new ways of working.
- 1.3 The Council’s current contract is due to expire on 4th December 2024; we were offered the opportunity to secure a new, three-year contract on the GCloud 13 framework which is soon to be replaced with GCloud 14. This needed to be signed by mid-November.

- 1.4 If the Council were to carry out a formal tender exercise, purchasing GovService would be on GCloud 14, therefore would be at a higher cost.
- 1.5 In order to benefit from the lower price a decision needed to be made prior to today's Executive. The Chief Executive therefore used her delegated power, i.e. "If there is an urgent need for a commercial decision, following consultation with the Leader and/or Deputy Leader and the relevant Portfolio Holder, to make the decision and endorsement will be sought from the Executive or Council as appropriate" and approved the contract by signing a delegated decision on 25th October 2024
- 1.6 The cost of the contract over three years is a total of £142,350. The Joint ICT Service already holds the budget for this through the existing contract; there will be no increase in the annual costs to the Council.
- 1.7 A full review of the contracts and a possible tender exercise is required in the near future to ensure the Council is receiving value for money; however, the scale and impact of potentially moving to a different solution (this would affect almost all Council service areas) and the resource required to both research and implement alternative solutions, is significant.
- 1.8 The Projects and Development Manager within the Joint ICT Service is looking to initiate a project in 2025 which will review the needs of customers, Council, and staff and to research and test alternative solutions based on those requirements.
- 1.9 Research already carried out by the Projects and Development Manager has indicated that migrating to a different solution would take at least a year for the Projects and Development team within ICT to migrate/re-write and test the current 247 forms, scripts ,and processes and almost 1500 integrations (email, back office, payments etc).
- 1.10 Renewing the contract will allow the Projects and Development team ample time to work with service areas and fully research all options for a potential new system, go out to tender, and if required, migrate to a new solution, in the future.

2 Reasons for Recommendation

- 2.1 Signing the new GovService contract under the GCloud 13 framework will save the Council money and will also allow us to correctly plan and implement a new solution before the end of the proposed three-year contract. The Council will be able to continue to provide a good service for customers who wish to contact and transact with us.

3 Alternative Options and Reasons for Rejection

- 3.1 There are no alternatives. The report is seeking an endorsement to a decision that has already been made.

RECOMMENDATION(S)

That Executive endorses the decision of the Chief Executive Officer to award a three-year Granicus GovService contract, funded from the existing Joint ICT Service budget, totalling £142,350.

Approved by Councillor Clive Moesby, Portfolio Holder for Resources

IMPLICATIONS.

Finance and Risk: Yes No

Details:

The cost of £142,350 over the next 3 years, for renewing the contract, can be met from within existing ICT budgets.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes No

Details:

There are no legal or data protection issues arising directly from this report.

On behalf of the Solicitor to the Council

Environment:

Details:

Not applicable to this report.

Staffing: Yes No

Details:

There are no human resource issues arising directly out of this report.

On behalf of the Head of Paid Service

DECISION INFORMATION

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards, or which results in income or expenditure to the Council above the following thresholds: Revenue - £75,000 <input checked="" type="checkbox"/> Capital - £150,000 <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies.</i>	No
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	No

District Wards Significantly Affected	All
Consultation: Leader / Deputy Leader <input checked="" type="checkbox"/> Executive <input type="checkbox"/> SLT <input checked="" type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Details:

Links to Council Ambition: Customers, Economy, and Environment.

DOCUMENT INFORMATION	
Appendix No	Title

Background Papers
<i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).</i>
None