

**TRAFFORD BOROUGH COUNCIL**

**STATEMENT OF EXECUTIVE DECISION**

<b><u>DATE OF DECISION</u></b>	7 April 2014	<b><u>DECISION MAKER</u></b>
<b><u>DECISION REFERENCE</u></b>	E/07.04.14-5	<b>Executive</b> (Councillors Anstee, Dr. Barclay, Miss Blackburn, Cornes, Coupe, Hyman, Mitchell, Williams and M. Young)

**RECORD OF THE DECISION**

**EVALUATION OF PROCUREMENT OUTCOME FOR A NEW CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM (CRM)**

1. That the increase in the estimated overall cost of the proposal be noted, as detailed in Section 5 of the report.
2. That approval be given to the necessary virement within the Capital Programme to cover the estimated cost as detailed in Section 5.0 of the report.
3. That the outcome of the CRM procurement process be noted and approval be given to the award of the contract to supply a CRM system to the winning bidder for the reasons set out in the Report.
4. That the Director of Legal and Democratic Services be authorised to agree terms, in consultation with the Corporate Director for Transformation and Resources, for an agreement with the winning bidder for the supply of a CRM system and to complete the necessary legal documentation in relation to the same.

**REASONS FOR THE DECISION**

The Council needs to implement a new CRM system as the existing system does not meet current requirements and the leaves the Council at risk. The original budget approved for a CRM in 2013 was based on indicative capital costs required to implement a CRM system, hence the recommendation to approve the increase in costs. A review of other ICT capital programmes has identified budgets which can be transferred to the CRM Capital Budget. An OJEU compliant tender process has been followed and a winning bidder has been duly identified, with the reasons set out in detail in the report.

**ALTERNATIVE OPTIONS CONSIDERED AND REJECTED AT THE MEETING/BY MEMBERS**

Four options set out in detail, and discussed, in s.10 of the report: Open Source In-House Solution; Collaborative Opportunities; Re-tender; Do Nothing.

**CONFLICTS OF INTEREST DECLARED AND ANY ASSOCIATED DISPENSATION**

None.

**Scrutiny Call in Deadline**

16 April 2014 (Fifth working day after publication unless called in)

Implementation will be on the following working day

**PUBLICATION DATE**

9 April 2014

**RECORDED BY:**

Director of Legal & Democratic Services

