



PFCC
POLICE, FIRE AND CRIME
COMMISSIONER FOR ESSEX

Decision Sheet

Essex Police, Fire and Crime Commissioner Fire and Rescue Authority Decision Report

Please ensure all sections below are completed

Report reference number: 004/2017 044/18 <i>(Please contact Office of the Police, Fire and Crime Commissioner for a reference number)</i>
Government security classification.
Title of report: Microsoft CRM Support contract
Area of County/Stakeholders affected:
Report by : Dianne Perkins, ICT Contracts and Assets Officer Date of report: 28/02/2018 Enquiries to: Dianne Perkins, ICT Contracts and Assets Officer

1. Purpose of report

To describe the process through which Hitachi have been chosen as a support partner for the Microsoft CRM system for 01/03/2018 to 28/02/2020. And request sign-off by the PFCC of the Call off Contract and associate Purchase Order.

2. Recommendations

To approve the contract with Hitachi for the support of the Microsoft CRM system. This will ensure a continue level of support with a proved partner.

3. Benefits and Costs of Proposal

Benefits include:-

- Ongoing uninterrupted service form a proved partner.
- No on boarding costs that would be incurred from changing supplier.
- The costs have increased by £5285 p.a. (7.1%) over those set in 2016, however comparison of published price tariffs on G-Cloud showed that the other potential suppliers gave higher or comparable pricing to those offered by Hitachi.

4. Background and proposal

The Microsoft dynamics CRM System was originally procured as a base for the replacement of the MIS system. Hitachi were awarded the contract for the elaboration and implementation of the solution in January 2015. Following the implementation of the system Hitachi were awarded a two year contract for ongoing support of the system in February 2016 the term expired at the end of February 2018.

With the assistance of the Purchasing Department we have utilised the Crown Commercial Service (CCS) G-Cloud 9 framework (LOT 3) to establish that Hitachi continue to be the most cost effective solution available at this time.

5. Strategic Priorities

There is an ongoing requirement for CRM Support the call off contract is a commitment for two years with two further 12 extensions available.

6. Operational Implications

The departments that currently make use of the CRM system will continue without disruption with a supplier that has proved largely satisfactory in its response to our support requirement.

The delivery of the service is not expected to change as a result of this agreement.

7. Financial Implications

Service Element	Amount
Support Fees	£157,430
Call Off Time	£38,250
Total 2 year contract	£195,680
Optional third year extension	£98,840
Optional forth year extension	£98,840
Maximum Contract Value	£393,360

8. Legal Implications

Procured through the CCS G- Cloud 9 Framework, the Call of Contract conforms to the CCS requirements.

The call off contract is a commitment for two years with two further 12 month extensions available.

9. Staffing and other resource implications

None

10. Equality and Diversity implications

The Framework agreement include the following clause:-

Equality and diversity

8.52 The Supplier will comply with any discrimination Laws and other requirements and instructions which CCS and the Buyer reasonably require.

8.53 The Supplier will make sure that all Supplier Staff engaged in the performance of this Framework Agreement

and any Call-Off Contract observe these Equality and diversity clauses 8.52 to 8.54 (inclusive).

8.54 The Supplier will notify CCS immediately of any legal proceedings issued against it by any Supplier Staff on the grounds of discrimination.

11. Risks

There is a risk of Supplier tie in if the 'off-boarding' or 'Exit' plan is not developed. Hitachi have agreed that this will be established within 3 months of the contract commencement. This should ensure our ability to properly test the procurement options at the end of the 2 year term.

12. Governance Boards

Not Applicable

13. Background papers

- G-Cloud 9 Framework Agreement
- G-Cloud 9 Call off Contract
- Appendix A to G-Cloud Call off Order Form Dynamics CRM Support Statement of Work
- Email to Jan Swanwick and Dennis Leeks date 26/01/18

Decision Process

Step 1A - Chief Fire Officer Comments

(The Chief Fire Officer is asked in their capacity as the Head of Paid Service to comment on the proposal.)

I fully support the recommendation set out in this decision sheet.

Sign: *Adrian Tobey* 21 March 2018.

Step 1B - Consultation with representative bodies

(The Chief Fire Officer is to set out the consultation that has been undertaken with the representative bodies)

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Step 2 - Statutory Officer Review

The report will be reviewed by the Essex Police Fire and Crime Commissioner Fire and Rescue Authority's ("the Commissioner") Monitoring Officer and Chief Financial Officer prior to review and sign off by the Commissioner or their Deputy.

Monitoring Officer

Sign: *M. A. Cole*

Print: *S. Hancock*

Chief Financial Officer

note contract already running from end of February.

Sign: *G. McGovern PP. Charles Garbett.*

Print: *GREN McGINNERS.*

Step 3 - Publication

Is the report for publication? YES NO

If 'NO', please give reasons for non-publication (state 'none' if applicable)

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If the report is not for publication, the Monitoring Officer will decide if and how the public can be informed of the decision.

Step 4 - Redaction

If the report is for publication, is redaction required:

- 1. Of Decision Sheet YES NO
- 2. Of Appendix YES NO

If 'YES', please provide details of required redaction:

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..... Not to publish appendices
..... - commercially sensitive
.....

Date redaction carried out:

If redaction is required, the Chief Financial Officer or the Monitoring Officer are to sign off that redaction has been completed.

Sign:

Print:

Date signed:

Step 5 - Decision by the Police, Fire and Crime Commissioner or Deputy Police, Fire and Crime Commissioner

I agree the recommendations to this report:

Sign: 

Print: R.C. Hills

Date signed: 29/3/18

I do not agree the recommendations to this report because:

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Sign:

Print:

Date signed:

