

Record of operational decision

Decision title:	To appoint PCG Ltd to provide web hosting, maintenance, higher level customer support, development, design functions for the WISH website
Date of decision:	25 November 2020
Decision maker:	Assistant Director All Ages Commissioning
Authority for delegated decision:	<p>The decision to procure a provider to deliver the above services for the WISH website was made by an Executive Decision of the Director for Adults and Communities in October 2020. It included in the recommendation as follows:</p> <p>c) The Assistant Director of all age commissioning will take the operational decision to award the contract subject to a satisfactory and compliant tender and evaluation process</p>
Ward:	Countywide
Consultation:	Adults and Communities Directorate Leadership Team, Adults and Communities Commissioning Board, Cabinet Member briefing.
Decision made:	<p>To appoint PCG Ltd to provide the web hosting and support functions for an initial two year period until the end of May 2022 at a cost of £58,918 with the option to extend by a further two years at 12 month intervals until May 2024 at a total cost of £58050.</p> <p>This contract includes; web hosting, maintenance, higher level customer support, development and a design refresh, plus the development of a booklet function and 4.5 days of site development in year 1 and 2 with a further 3 days of development time if the contract extends beyond the initial two year period.</p> <p>The procurement was undertaken using the Crown Commercial Service Data and Application Solutions (DAS) framework RM3821 and following the relevant procurement process as outlined in the framework documentation.</p>
Reasons for decision:	<p>The aim of the site is to act as a central point of information for wellbeing, connecting people with communities, services and activities and meet the Care act requirement to provide information.</p> <p>WISH is fundamental to the council's strategic strengths based approach to prevention, enabling people to get the assistance they need and managing demand for more specialist services. It conveys an aspiration and culture which prioritises prevention, innovates and intervenes at the earliest possible point to make independence and wellbeing inevitable.</p> <p>The site is also a key function in the Talk Community strategy and programme of work. Talk Community is the strategic delivery vehicle for the community ambition of the Herefordshire County Plan 2020- 2024 to improve the sustainability, connectivity and wellbeing of our county by</p>

	<p>strengthening our communities.</p> <p>The site has also developed significantly more interest during the emergencies of 2020 and needs to be enhance to continue to fulfil that key function.</p> <p>The new contract provides additional features which will ensure that site can continue and grow and embed across the statutory and voluntary sector throughout the lifetime of the contract.</p>
Highlight any associated risks/finance/legal/equality considerations:	<p>Detailed work was undertaken internally in order to ascertain the best package of support for the WISH website including seeking views of specialist colleagues in Hoople.</p> <p>Funding is confirmed for the full four year period through the Executive decision in October.</p>
Details of any alternative options considered and rejected:	<p>Do nothing – This option is not recommended as the contract cannot be extended further and the service and facilities are essential for the continuation of WISH. The site would no longer be available and Care Act 2014 requirements would not be met.</p> <p>Procure site hosting and basic maintenance functions only - This option is not recommended as the proposed procurement framework does not allow additional work to be added to the contract subsequently. Therefore procurement has to be undertaken each time a new element of the site needs to be commissioned. It would not be time or cost effective to undertake governance decisions and procurement exercises for each new minor development. An analysis of historic spend and the proposed new approach demonstrates enhanced value for money.</p>
Details of any declarations of interest made:	None

Signed..... Date: 25/11/20

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