

## Record of operational decision

<b>Decision title:</b>	Contract Variation for Blue Badge Case Management system
<b>Date of decision:</b>	20 <sup>th</sup> December 2021
<b>Decision maker:</b>	Assistant Director All Ages Commissioning
<b>Authority for delegated decision:</b>	The Chief Executives Scheme of Delegation SA09 – Commissioning, quality assistance and contract management relating to all ages
<b>Ward:</b>	Countywide
<b>Consultation:</b>	Herefordshire Council’s Commercial Service and Legal Service Teams
<b>Decision made:</b>	To vary the contract period for NECS Solutions Limited for the Blue Badge Case Management service by an additional one year, extending the contract end date to the 18 <sup>th</sup> December 2022.
<b>Reasons for decision:</b>	<p>The Blue Badge Case Management System contract was awarded for an initial one year period from 19<sup>th</sup> December 2018 and extensions were utilised with the contract ending 18<sup>th</sup> December 2021.</p> <p>A new corporate CRM solution is currently being designed and procured to not only support existing council requirements but deliver an ambitious transformation programme and a revised customer service strategy. Once the initial implementation is completed work will commence to make available the Blue Badge functionality within the CRM system.</p> <p>Mobilisation for the first phase of the CRM system is sited as July 2022 but the current scope does not detail a timescale for the Blue Badge element. Therefore the contract extension will enable the council to continue to process Blue Badge applications while a new corporate, fully integrated CRM system is designed, procured and implemented and allow for any lapse in proposed draft timetable.</p>
<b>Highlight any associated risks/finance/legal/equality considerations:</b>	<p>The current contractual arrangement has an end date of 18<sup>th</sup> December 2021. The variation is limited to one year at a cost of no more than £4,055 whilst a new CRM solution is implemented which will integrate the functionality of Blue Badge Case Management and therefore replace the need for a separate system.</p> <p>The council’s Contract Procedure Rules guidance notes (8.4) allows for the original contract to be varied without further procurement process subject to the increase in cost being less than 50% of the original value if</p> <ul style="list-style-type: none"> <li>• The additional services are of related scope to the original contract and use of a new supplier would:             <ol style="list-style-type: none"> <li>i. be technically difficult and</li> <li>ii. Cause significant additional or duplication of costs.</li> </ol> </li> </ul> <p>The original contract value for this service was £12,000 therefore £4,055 is less than 50% of this value.</p>
<b>Details of any alternative options considered and rejected:</b>	<b>Not to extend the contract:</b> This is not recommended as this would have a negative impact on the processing of Blue Badges for the residents of Herefordshire.

	<b>Recommission the service:</b> This is not recommended as this would be complex and costly considering the value of the contract extension and length of contract required to cover the period between the end of existing contract and implementation of the new corporate CRM system.
<b>Details of any declarations of interest made:</b>	None

Signed:

**Ewen Archibald**

Date: 06/01/2022