

Record of operational decision

Decision title:	Decision to approve the procurement and award of contract for a new legal services case management system.
Date of decision:	17 July 2023
Decision maker:	Director of Governance and Law
Authority for delegated decision:	The chief executive's scheme of delegation Under general delegations the Director of Governance and Law has delegated power to act on behalf of the council in relation to any incidental operational matters within the service areas for which they are responsible, including spending decisions, and shall be in accordance with contract and financial procedure rules and approved capital and revenue budgets.
Ward:	Countywide
Consultation:	Not required Internal users and the commercial team will be involved in this tender exercise.
Decision made:	Agree the procurement and award a contract for the provision of a legal case management system for a period of up to 6 years at a total cost of up to £225k.
Reasons for decision:	The current legal case management system, IKEN, was procured in 2012. The implementation of MS365 across the council during 2023/24 means that cloud based case management systems are now possible to implement. They provide much improved technology particularly when the majority of staff are working from home. The current system is slow to access and respond because it requires accessing one server.
Equality Considerations	All necessary accessibility requirements will form part of the invitation to tender.
Highlight any associated risks/finance/legal/equality considerations:	This award of contract for up to 6 years will require a financial commitment of up to £225k to include all initial purchase, implementation and set up costs, annual licences and training. IKEN licences currently cost £16k per annum with any training or support work at an additional cost as required. This procurement exercise is dependent on the rollout of MS365 over the autumn 2023. Ongoing discussions with ICT will ensure the implementation of a new case management system aligns with this rollout, currently expected to be end of September 2023. The current server housing IKEN becomes unsupported in October 2023 requiring an upgrade which will cost around £2k. Therefore the aim is to re-procure a system which is implemented in October 2023.
Details of any alternative options	Maintain the current IKEN system which is on a rolling contract. This has been rejected as it has ongoing accessibility and speed issues.

considered and rejected:	Implement the latest version of IKEN. This has been rejected as it would not improve accessibility and speed of use.
Details of any declarations of interest made:	None declared.

Signed

Date: 17 July 2023