

Record of operational decision

Decision title:	Decision to award the contract for a new legal services case management system.
Date of decision:	22 December 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 were involved in this tender exercise.
Decision made:	To award a contract for the provision of a legal case management system (IKEN Cloud) to IKEN Business Ltd for a period of up to 4 years at a total estimated cost of £150,288.
Reasons for decision:	This decision complements the previous decision to procure a new case management system taken on the 17 July 2023. This procurement was conducted in line with the CCS G-Cloud 13 Framework
Equality Considerations	All necessary accessibility requirements formed part of the evaluation of supplier's tender information.
Highlight any associated risks/finance/legal/equality considerations:	This award of contract for up to 4 years will require a financial commitment of up to £150,288 to include all initial purchase, implementation and set up costs, annual licences and training. The implementation of IKEN cloud is dependent on the rollout of MS365 across the council. Ongoing discussions with ICT will ensure the implementation of a new case management system aligns with this rollout.
Details of any alternative options considered and rejected:	Maintain the current IKEN system which is on a rolling contract. This has been rejected as it has ongoing accessibility and speed issues. 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: 22 December 2023