

Officer Decision Record – Executive Decision

If Key Decision: Decision Ref. No.

N/A

If not a Key Decision write n/a above

OFFICER DECISION RECORD ⁱ

Officer Key Decisions are subject to the Council's Call-In Procedure (Annex 9 of the Council's Constitution <https://www.hertfordshire.gov.uk/about-the-council/freedom-of-information-and-council-data/open-data-statistics-about-hertfordshire/who-we-are-and-what-we-do/who-we-are-and-what-we-do.aspx>)

Subject: Provision of a HR Query and Case Management System with effect from 1 April 2024.

Type of Decision: Executive

Key Decision (Executive Functions only): No

Executive Member/Committee Chairman: Bob Deering

Portfolio (Executive Functions only): Resources & Performance

Officer Contact: Sally Hopper (Director of Human Resources)

Tel: (01992) 555692

1. Decision

To enter into a contract for the provision of a HR Query and Case Management system from 1 April 2024. The contract will initially be for 24 months with the option to extend for a further 12 months until March 2027.

The system will deliver both the requirements of the HR Service Desk to manage queries and the Business Partner team to manage formal cases. It will support the Council in improving the manager employee journey and deliver business needs including tracking and responding to calls and queries effectively even where hand offs to other teams are required, and escalating queries when they become cases.

- 1.1 That the Director of Human Resources has determined that Annex A to this Decision Record should not be disclosed to the public as it contains exempt information as defined by Section 100 of the Local Government Act 1972, Schedule 12A, the public interest in maintaining the exemption outweighing the public interest in disclosing that information.
- 1.2 Subject to 1.1 above, awards the provision of a HR Query and Case Management system as set out in Annex A and approves the signing of the contract.

2. Reasons for the decision

Following the relevant guidance from SPG as well as legal, a decision to procure using an STA for 24 months with the option to extend for a further 12 months was identified as the best option available to the Council.

This procurement will allow for the continuous delivery of the current service whilst allowing the development of an enhanced self-service facility which is easily accessible to Council departments, Schools, and Traded customers.

3. Alternative options considered and rejected

Other procurement exercises were considered but concluded:

- That there is no comparable solution in the current market that adequately enables us to manage queries and cases in one system.
- The cost of developing a new system would be prohibitive in terms of building, data transfer, integrations, and officer time, and
- After reviewing several procurement frameworks the cost would be substantially higher than progressing via the proposed route.

4. Consultation *(see Summary of Requirements below)*

Was any Councillor consulted? No

If yes:

(a) Comments of Executive Member/Committee Chairman (*delete as applicable*)

N/A

(b) Comments of other consultees

N/A

5. Any conflict of interest declared by a councillor who has been consulted in relation to the decision

N/A

6. I am proceeding with the proposed decision.

Signed:Sally Hopper.....

Title:Director of Human Resources ...

Date: 11/01/2024

Copies of record to:

- All consultees
- hard & electronic copy (if required to be made available for public inspection) to Democratic Services Manager - Room 213 County Hall.ⁱⁱ

Summary of Requirements to Inform/Consult Councillors

Significance of Proposed Action	Controversial	Relevant Councillor(s) to be Consulted
Technical/Professional/ Routine	No	No need to inform or consult councillors
Technical/Professional/ Routine	Yes	Executive Functions: Consult relevant Lead Executive Member and, where appropriate, Local Councillor Non-Executive Functions: Relevant Committee Chairman and, where appropriate, Local Councillor
Local	No	Executive Functions:

		Inform Lead Executive Member and Local Councillor Non-Executive Functions: Inform Local Councillor
Local	Yes	Executive Functions: Consult Lead Executive Member and Local Councillor Non-Executive Functions: Consult Local Councillor
General or County-wide	No	Executive Functions: Consult relevant Lead Executive Member (s) Non-Executive Functions: Consult relevant Committee Chairman
General or County-wide	Yes	Executive Functions: Consult relevant Lead Executive Member (s) and the Leader of the Council Non-Executive Functions: Consult relevant Committee Chairman/Leaders all Political Groups