

OFFICER DECISION NOTICE



Reading
Borough Council
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This notice is to be used for the following types of officer decisions. (Select one option).

☐ **A.** Decisions taken by officers under a specific express delegation from Council or a Committee.

☒ **B.** Decisions taken by officers under a general delegation from Council or a Committee, which relates to (i) a permission or a licence, or (ii) the rights of an individual, or (iii) a contract or expenditure over £100,000.

1. Title of decision:	Granicus Platform
2. Date of the decision:	17 July 2024
3. The decision maker:	Martin Chalmers, Chief Digital and Information Officer (Assistant Director)

4. Decision details:

Sign off on re-contract for Granicus platform a further year (to mid 2025), with contingency of extension to mid-2026 should this be required.

5. Reasons for the decision:

This decision was required as the current agreement for Granicus which is the council's main external forms application expires in August 2024. Whilst it was hoped that the new Customer and Case Management (Arcus) platform would have replaced the Granicus platform by now, this has not been the case because the Customer element of Case and Customer Management has been delayed.

Therefore, to ensure the council continues to have a working forms platform for residents, the decision has been taken to enter into a new agreement with Granicus.

Replanning of Case and Customer Management is in progress. It is expected that its go-live will be within a year. However, the agreement for the one-year continuation of Granicus will include provision for further one-year extension as a contingency.

6. Alternative options considered (if any) and rejected:

Do Nothing - RBC would lose the external forms for residents and internal forms for staff.

Alternative Option - To ensure that the selection of Granicus was the best option and represented value for money for the Council, a G-Cloud search for the requirement was carried out. This returned Granicus together with two alternative options. Of these, the first had a minimum contract duration of 2 years, meaning that the Council would be paying for unnecessary capability. The other alternative - based on the same underlying technology as Case and Customer Management - was both more expensive

than Granicus and would involve a significant implementation period. This analysis confirmed that Granicus was the best value for money option available.

7. List of open Background Papers:

8. List of confidential or exempt Background Papers:

N/A

9. Any other matters taken into consideration: N/A

<input type="checkbox"/> Legitimate expectation of consultation	<input type="checkbox"/> Procedural requirements
<input type="checkbox"/> Public Health implications	<input type="checkbox"/> Environmental or Climate Change
<input type="checkbox"/> Health and Safety	<input type="checkbox"/> Risk Management implications
<input type="checkbox"/> Transparency of Information (FOI etc)	<input type="checkbox"/> Privacy Impact Assessments
<input type="checkbox"/> Human Rights Act Duties	<input type="checkbox"/> Equality Impact Assessment
<input type="checkbox"/> Corporate Parenting	<input type="checkbox"/> Community Safety
<input type="checkbox"/> Regulatory duties	<input type="checkbox"/> EU withdrawal
<input type="checkbox"/> Armed Forces Covenant	<input type="checkbox"/> Other

Details of the matters taken into account: None

10. Legal considerations

Terms being reviewed by legal team

11. Financial considerations

This contract will hold a cost of £162,500 for one year and one extension (at a cost of £81,250 per annum).

Funding is held for 2024-2025 agreement year in the DTaC Revenue 2300 budget.

The extension is not something the organisation intends to invoke but is a contingency fall back in case the CCM project is not completed as expected within the next 12 months. That cost is therefore a pressure to be covered by the DTaC Revenue 2300 budget should it be required as a worst-case option.

12. Internal consultations

None

Sections 13- 18: To be completed only for Decision A (express delegation from a Committee)

13. The name of the Committee:	
14. Date of the meeting:	Click or tap to enter a date.
15. Minute number:	
16. The delegation given by the Committee:	
17. The name of any member of the committee who declared a conflict of interest in relation to the decision:	
18. Any councillor or officer required to be consulted prior to the exercise of this delegation and details of their response.	