



EXECUTIVE MEMBER DECISION NOTICE

LOCAL GOVERNMENT ACT 2000 SECTION 9E

1 EXECUTIVE MEMBER

Cllr James Broach – Executive Member for Governance

2 TITLE OF REPORT

Award of contract for cloud-hosted website and case management software.

3 DECISION TAKEN

To award the contract for a cloud-hosted website and case management software to Jadu Creative Limited for a three year period (with the option to extend by one year), commencing on 10 September 2023.

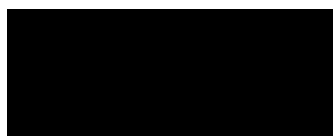
4 IF URGENT, REASONS FOR URGENCY

Not urgent

5 DETAILS OF EXECUTIVE MEMBER

Name Cllr James Broach

Signature



Date this decision was taken 26th June 2023

Date of circulation/publication of this decision 26 June 2023

6 EXPLANATION/BACKGROUND:

6.1.1 Jadu provide the Council with a set of products that are core to plans for digital transformation. These include a platform for the development of case management workflows (such as missed bin collections, grounds maintenance requests, fly-tipping removals, and noise nuisance complaints) and customer relationship management. The product is central to tools used on a daily basis by our contact centre. The Council's website is now provided using the Jadu Content Management System, allowing the regular publication of information/media,

associated navigation and creation of online forms. Jadu also provides the technology behind the “My Account” portal, which will allow residents to see information more specific to their relationship with the Council (such as bin collection days, council tax band and rent account balances). Finally, Jadu provides the means to integrate their services with other Welwyn Hatfield’s business systems, for example allowing us to use data from the waste collection service to keep residents informed online. All of these products and services, which are hosted by the supplier rather than within the Council’s datacentre, are provided both in the Live environment and separately for development and testing.

6.1.2 Jadu was first procured by Welwyn Hatfield in April 2020 and since then the Council has invested time and effort in solutions that are built on the platform as well as developing skills and knowledge specific to the products among our officers. Future plans for use of the platform include the effective management of Member and MP enquiries and integration of Housing Account information into the “My Account” portal.

6.1.3 Jadu specialise in providing services to Local Government and to the Higher Education sector and we are confident that they remain a market leader in the field. Moving away from the platform would mean rebuilding all current developments at significant financial cost, pausing current plans for digital transformation and officers needing to start again in learning new toolsets.

6.1.4 A direct award will be made through the G Cloud 13 framework which is in accordance with the contract procedure rules

6.2 Legal Implications:

The direct award is in accordance with the Public Contracts Regulations 2015 and the Contract Procedure Rules.

6.3 Financial Implications:

The cost is £86,000 per annum and will be met from existing budgets.

6.4 Alternative options considered and reasons for their rejection (if any):

6.4.1 We are satisfied that Jadu’s products are capable of meeting the Council’s current needs and provide a platform that will allow us to continue to develop solutions to make the Council’s customer experience better and to enhance and improve business processes, enabling officers to spend less time on low-value tasks.

6.4.2 Any alternative option would require the Council to migrate away from the current platform. This, in itself, would be a significant undertaking, requiring the migration of data and the rebuilding of existing functionality within alternative products. While this migration and reconstruction were under way, progress on new digital transformation activity would be very limited. It would require large investment in development costs and officer time effectively to get back to the current position. For this reason, it is not a practical or desirable option to move away from the current product set.

7 BACKGROUND PAPERS USED TO INFORM THE DECISION

7.1 None

8 DETAILS OF ANY MEMBERS OR OFFICERS WHO HAVE DECLARED AN INTEREST IN THIS MATTER AND NATURE OF ANY SUCH INTEREST AND ANY DISPENSATIONS GRANTED

8.1 None

9 ADDITIONAL CONFIDENTIAL OR EXEMPT INFORMATION CONSIDERED

9.1 None

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