

Decision Pathway – Report



PURPOSE: Key decision

MEETING: Cabinet

DATE: 14 September 2021

TITLE	Microsoft Dynamics Agreement – Direct Award		
Ward(s)	None		
Author: Simon Oliver	Job title: Director – Digital Transformation		
Cabinet lead: Cllr Craig Cheney	Executive Director lead: Mike Jackson		
Proposal origin: BCC Staff			
Decision maker: Cabinet Member Decision forum: Cabinet			
Purpose of Report: This report identifies the requirement to direct award a 5-year contract for Microsoft Dynamics which is used primarily as the new Customer Relationship Management Tool in the Citizen Services Centre (CSC).			
Evidence Base: <ol style="list-style-type: none"> 1. Microsoft Dynamics 365CE is the Council’s Customer Relationship Management (CRM) system, implemented via the IT Transformation Programme. 2. It is widely used within the Citizen Service Centre by agents and is a long-term strategic platform for all customer-centric activity, online access to services, single view of citizen interactions via the Data Lake, as well as delivering an opportunity to improve other functions such as field services in the future. 3. The Microsoft Dynamics licensing was procured against an existing contract in place for Microsoft licenses, but not intended to be used for Dynamics. 4. As a result, the existing Microsoft Licensing Agreement (MS DTA) does not currently cover the Dynamics contract license spend. 5. In addition, Cabinet approval has not been formally sought for the Dynamics licensing spend. 6. Cabinet is therefore asked to note the spend incurred against the IT Transformation Programme and IT Base Budgets of £0.655m from 1st June 2019 until 31st August 2021 7. Cabinet is further asked to approve the remaining period of the 5-year contract at a cost of £0.938m until 31st May 2024. 8. The total spend on Dynamics licensing being £1.658m from 1st June 2019 to 31st May 2024. 			
Cabinet Member / Officer Recommendations: That Cabinet: <ol style="list-style-type: none"> 1. Approve the remaining period of the 5-year contract until 31st May 2024 through Bytes Software Services at a cost of £0.938m. 2. Note the spend of £0.655m from 1st June 2019 to 31st August 2021. 3. Authorise the Director – Digital Transformation in consultation with the Deputy Mayor – Finance, Governance & Performance to take all steps necessary to incur the spend in relation to this contract as outlined in this report. 			
Corporate Strategy alignment: Equip our colleagues to be as productive and efficient as possible			
City Benefits: Improved access to Council Services via Online Channels, and better Customer Service across all channels.			
Consultation Details:			

Not applicable

Background Documents:
 This used the cabinet approval for Microsoft from 2018
<https://democracy.bristol.gov.uk/ieListDocuments.aspx?CId=135&MID=3091>

Revenue Cost	£1,311,000	Source of Revenue Funding	Digital Transformation Division IT General Fund
Capital Cost	£327,000	Source of Capital Funding	One off capital receipts
One off cost <input type="checkbox"/>	Ongoing cost <input checked="" type="checkbox"/>	Saving Proposal <input type="checkbox"/>	Income generation proposal <input type="checkbox"/>

Required information to be completed by Financial/Legal/ICT/ HR partners:

1. Finance Advice:

This report identifies the requirement to direct award a contract for Microsoft Dynamics software for a 5-year contract through Microsoft Reseller Bytes to 31 May 2024. The report is seeking Cabinet approval to let a total contract of £1.658M to cover the remaining license period £0.938M, and retrospectively approve historic spend £0.655M. There are no savings attached to this report, rather a retrospective request to utilise capital request to utilise existing capital funds.

Year 1 £327,000 was funded by the IT Transformation Programme, with years 2 to 5 at £1.311M being funded from the IT General Fund budget with the cost for the current financial year forecast as a commitment.

The appropriate approval for the agreement seems to have avoided being alerted to both IT and Procurement services due to an incorrect contract reference being used to raise PO's and pay subsequent invoices. This would also be deemed as a breach of the financial rules and the S151 Officer will be notified of this breach.

Finance Business Partner: Senior finance Business Partner -Strategic and Financial Management 2/02/2021

2. Legal Advice: Legal services will advise and assist officers with regards to the contractual arrangements.

Legal Team Leader: Husinara Jones, Team Leader/Solicitor 29 July 2021

3. Implications on IT: The Dynamics CRM platform, which underpins our Transformation of Citizen Services and related channel strategy, plus supports the wider Digital Transformation approach (including Data & Insights Strategy) is a key strategic platform and this recommendation enables continued usage to be ensured.

IT Team Leader: Simon Oliver, Director – Digital Transformation, 16th July 2021

4. HR Advice: No HR implications evident

HR Partner: James Brereton (HR Business Partner), 16th July 2021

EDM Sign-off	Resources EDM	21 st July 2021
Cabinet Member sign-off	Cllr Craig Cheney	6 th September 2021
For Key Decisions - Mayor's Office sign-off	Mayor's Office	16 th August 2021

Appendix A – Further essential background / detail on the proposal	NO
Appendix B – Details of consultation carried out - internal and external	NO
Appendix C – Summary of any engagement with scrutiny	NO
Appendix D – Risk assessment	NO
Appendix E – Equalities screening / impact assessment of proposal	YES
Appendix F – Eco-impact screening/ impact assessment of proposal	NO

Appendix G – Financial Advice	NO
Appendix H – Legal Advice	NO
Appendix I – Exempt Information	No
Appendix J – HR advice	NO
Appendix K – ICT	NO
Appendix L – Procurement	NO