

DECISION UNDER DELEGATED POWERS

Subject	Firmstep Contract for the Customer Relationship Management (CRM) system used by the Customer Service Centre (CSC).
Officer Requesting Decision	Customer & Business Support Services Manager
Officer Making the Decision	Head of Communities and Homes
Authority for Decision	Council Constitution-Scheme of Delegations Part 2B (2.7 B) Take decisions on the management and provision of corporate ICT services and contracts.
Recommendation	To proceed with a 12-month CRM contract with Firmstep. This appointment will be made as a direct award in accordance with the G-Cloud 11 Call-Off Contract (version 4)
Alternatives considered and rejected	The Jadu platform is being considered as a single solution to merge both website and CRM functions but this requires substantial development work that cannot be completed before the end of this financial year. Other options are will also be explored via market research and soft testing.
Decision	Approve
Reason	This option is the least disruptive as this is the busiest time for the CSC. In terms of cost, the increase is minimal when compared to the same CRM provision currently in place.
Date	29.01.20
Background Papers	n/a
Decision record kept until	30 January 2026
Background papers kept until	30 January 2024

Signed 

Dated.....