

## **Sandwell Metropolitan Borough Council**

### **Exemption in accordance with Procurement and Contract Procedure Rules**

#### **Provision of Additional Licences New Support Desk System**

##### **1. Summary Statement**

##### **1.1. Exemption being sought**

- 1.2. An exemption is sought to procure seven additional concurrent licences from the supplier (House on the Hill Ltd) for a 3-year period.

House on the Hill are the only suppliers of these licences and therefore it is not possible to obtain three quotations as required by Procurement and Contract Procedure Rules.

This requirement aligns with the procurement of the new helpdesk system which was approved in June 2018.

- 1.3. The cost of the seven licences over a three year period will not exceed £10,584.
- 1.4. The Procurement Services Manager has been consulted and their advice is that as there is no alternative provider an exemption is the most appropriate route to ensure compliancy.
- 1.5. The ICT Service Manager has been consulted and their advice is to procure the additional licences in order to ensure access for key stakeholders is not limited by way of a shortage, in essence potentially leading to delays in call resolution being achieved.
- 1.7 In accordance with the Council's Procurement & Contract Procedure Rules (Rule 15) an Exemption from any rule for a contract of less than £50,000 in value must be approved by the relevant Chief Officer following endorsement by the Procurement Services Manager.

## **2 Recommendation**

- 2.1 That a contract be awarded to House on the Hill Ltd for a period of three years at a maximum value of £10,584 to deliver seven software licences
  
- 2.2 That any necessary exemptions be made under the Council's Procurement & Contract Procedure Rules to enable the course of action referred to in 2.1 above to proceed.

I confirm that the action(s) recommended above comply with the Council's Procurement and Contract Procedure Rules (Rule 15):



Andy Jukes  
**Procurement Business Partner**

Date: ~~12/3/2019~~ 12/3/2019

In accordance with the Council's Procurement and Contract Procedure Rules (Rule 15), I approve the action(s) recommended above:

I ~~do~~/do not have an interest to declare in this matter

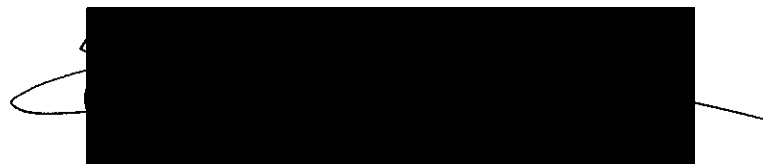


Sue Knowles  
**Head of ICT & Revenues and Benefits**

Date: 18/03/2019

In accordance with the Council's Procurement and Contract Procedure Rules (Rule 15), I approve the action(s) recommended above:

I ~~do~~/do not have an interest to declare in this matter



Darren Carter  
**Executive Director - Resources**

Date: 26-3-2019

**Contact Officers**

Anthony Stocking  
Solution Development Officer  
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### **3 Procurement Implications**

- 3.1 The software licences required are only available from House on the Hill Ltd therefore it is not possible to obtain three quotations as required by Procurement & Contract Procedure Rules. An exemption will be required to ensure compliancy.

### **4 Background Details**

- 4.1 ICT procured Support Desk from House on the Hill under contract dated 18<sup>th</sup> June 2018.
- 4.2 Live implementation of the new system commences on 18<sup>th</sup> March 2019. The number of licences procured within the original tender exercise falls short of the required levels to ensure service continuity.
- 4.3 If the additional licences are not approved, then we may have the situation where demand exceeds capacity, in essence Support Staff may incur delay in accessing a key line of business application that in turns impacts the customer response times.
- 4.4 Procurement of the additional licences can only be achieved with the supplier direct so limited in terms of value for money options.

### **5 Alternative Options**

There is no alternative option as the required software is only available from one supplier.

### **6. Source Documents**