

Delegated Decision Notice (DDN)

This form is the written record of a key, significant operational or administrative decision taken by an officer.

Decision type	<input type="checkbox"/> Key Decision	<input checked="" type="checkbox"/> Significant Operational Decision	<input type="checkbox"/> Administrative Decision
Approximate value	<input type="checkbox"/> Below £500,000 <input type="checkbox"/> £500,000 to £1,000,000 <input type="checkbox"/> over £1,000,000	<input checked="" type="checkbox"/> below £25,000 <input type="checkbox"/> £25,000 to £100,000 <input type="checkbox"/> £100,000 to £500,000 <input type="checkbox"/> Over £500,000	<input type="checkbox"/> below £25,000 <input type="checkbox"/> £25,000 to £100,000
Director¹	Director Strategy and Resources		
Contact person:	Lee Hemsworth	Telephone number: 0113 378 2477	
Subject²:	Award of a new contract to KPMG LLP to deliver a proof of concept using Microsoft Dynamics for the Customer Service Transformation		
Decision details³:	What decision has been taken?		
	<p>The Director Strategy and Resources gave approval to enter a contract with KPMG LLP to deliver a proof of concept to redesign a service using Microsoft Dynamics CRM that will model a user centric, automated transformed service and verify if this technology will support the customer contact strategy.</p> <p>KPMG will use Microsoft Online Service Advisor credits to fund this work - the value of these credits is £270,000. There is Zero cost to Leeds City Council for the award of this contract.</p> <p>The contract will commence on the 8th April 2024, with the intention of it ending in September 2024.</p>		
	A brief statement of the reasons for the decision		
	<p>As part of the Financial Challenge, there is a need to reassess and drive forward a “Customer Contact” strategy which looks to drive efficiencies (both organisational and technological) to ensure consistent, joined up and accessible customer services across the whole organisation.</p> <p>At the heart of the Customer Contact Strategy is the development and implementation of a single integrated customer relationship management (CRM) solution. This technology will enable greater choice around the services customers consume and improve the availability of self-service – which should help deliver financial savings.</p>		
	Brief details of any alternative options considered and rejected by the decision maker at the time of making the decision		
	The council has not considered other options for procuring these services as doing		

¹ Give title of Director with delegated responsibility for function to which decision relates.

² If the decision is key and has appeared on the list of forthcoming key decisions, the title of the decision should be the same as that used in the list

³ Simply refer to supporting report where used as these matters have been set out in detail.

	so would not achieve best value for money.	
Affected wards:	ALL	
Details of consultation undertaken⁴:	Executive Member Councillor Coupar and Chief Officer Community Hubs, Welfare & Business Support	
	Ward Councillors N/a	
	Chief Digital and Information Officer⁵ Andrew Byrom	
	Chief Asset Management and Regeneration Officer⁶ N/a	
	Others Corporate Leadership Team	
Implementation	Officer accountable, and proposed timescales for implementation Lee Hemsworth, Chief Officer Community Hubs, Welfare & Business Support from April to September 2024	
List of Forthcoming Key Decisions⁷	Date Added to List:-	
	If Special Urgency or General Exception a brief statement of the reason why it is impracticable to delay the decision	
	If Special Urgency Relevant Scrutiny Chair(s) approval Signature _____ Date _____	
Publication of report⁸	If not published for 5 clear working days prior to decision being taken the reason why not possible:	
	If published late relevant Executive member's approval Signature _____ Date _____	
Call-in	Is the decision available ⁹ for call-in?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

⁴ Include details of any interest disclosed by an elected Member on consultation and the date of any relevant dispensation given.


⁵ See Officer Delegation Scheme (Executive Functions) CDIO must be consulted in relation to all matters relating to the Council's use of digital technology

⁶ See Officer Delegation Scheme (Executive Functions) CAMRO must be consulted in relation to all matters relating to the Council's land and buildings.

⁷ See Executive and Decision Making Procedure Rule 2.4 - 2.6. Complete this section for key decisions only

⁸ See Executive and Decision Making Procedure Rule 3.1. Complete this section for key decisions only

⁹ See Executive and Decision Making Procedure Rule 5.1. Significant operational decisions taken by officers are never available for call-in. Key decisions are always available for call-in unless they have been exempted from call-in under rule 5.1.3.

	If exempt from call-in , the reason why call-in would prejudice the interests of the council or the public:	
Approval of Decision	Authorised decision maker¹⁰ Director Strategy and Resources , Mariana Pexton	
	Signature 	Date 28/3/24

¹⁰ Give the post title and name of the officer with appropriate delegated authority to take the decision.