

Thursday, 11 April 2024



MID SUFFOLK DISTRICT COUNCIL

DECISIONS NOTICE

**DECISIONS BY THE MID SUFFOLK CABINET
CALL IN DEADLINE 5:00PM ON 18 APRIL 2024**

The following decisions have been taken by the Cabinet and will come into effect on 19 April 2024 unless the call-in procedure is activated. For clarity, where an item is 'to be noted', 'received' or recommended to Council for a decision, this is deemed not to be a formal Executive decision and so the call-in provisions will not apply.

MCa/23/51 JOB MANAGEMENT IT SYSTEM FOR BUILDING SERVICES

It was **RESOLVED**: -

That Cabinet approved the appointment of Totalmobile Limited to supply and implement its comprehensive job management system, to help BMSDC implement its transformation / strategic objectives within Building Services. The decision was sought subject to satisfactory agreement of terms with Totalmobile.

REASON FOR DECISION

Key Decision required due to the financial value of the contract.

Alternative Options Considered and Rejected:

- 1.1 A detailed study undertaken in Building Services determined that current IT system in place were not fit for purpose and did not have the right capability to support overall service management and continuous improvement.
- 1.2 Building services set out several key objectives which placed heavy emphasis on customer satisfaction, enabling appointment booking at first point of contact, ensuring that customer commitments are fulfilled, increasing first time fix rates and reducing the need for secondary customer contact to chase repairs. These were reflected in a detailed specification of requirement which formed part of an Invitation to Tender (ITT process)
- 1.3 3 suitable suppliers were evaluated in detail (ROCC, Totalmobile and Propeller) through

a comprehensive supplier evaluation process. Two further suppliers declined to bid due to maximum budget restrictions and ability to meet our functional requirements.

Any Declarations of Interests Declared: None

Any Dispensation Granted: None