

OFFICER DECISION RECORD SHEET

Name of decision maker:	Aidan Wilkie
Officer title:	Strategic Director, People & Transformation
Date of Decision:	14th January 2025

Title of Decision:	Extend current Ricoh MFD contract to April 2026
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Part 1 or Part 2 decision:

Decision made and reasons:

Decision: Extend current Ricoh MFD contract to April 2026

Reason: Extending to 2026 will enable us to assess our entire Unified Comms estate and then go out to market with the whole of our infrastructure contracts to ensure the best deal for Dacorum.

Background: The current contract for the supply and maintenance of MFDs expired on 31 June 2024. Since then the Council have been procuring MFD maintenance on an ad-hoc basis each year. This has led to the expenditure becoming non-compliant as the expenditure has not been aggregated and the CPSOs have not been followed.

The Digital Service have confirmed that a significant amount of work has been completed this year to build a digital transformation programme that will shift customers off paper based manual processes on to fully automated digital services. This work, already concluded in parts of the Revenue Service, has shown that we can significantly reduce the number of PDF forms printed off.

We are currently building several new modules with planned go live dates early next year which will automatically alert customers through an online portal of any changes to their accounts. This will result in a significant reduction in the numbers of letters printed and sent out.

In the new year, once our customer portal goes live, we will be designing a campaign to promote a paperless service with the council which we anticipate will reduce the number of high-volume printing such as annual billing (council tax) and rent & leaseholder billing (Housing).

The annual value of the contract extension is £46k and the contract will be extended for 22 months.

This work is not happening in isolation from other unified comms contracts. The council needs to look at the full communication application suite including infrastructure, collaboration tools, IT kit (laptops, mobile phones) and printing. There is a significant list of contracts that are subject to this unified comms transformation programme governed by the Transformation Board.

This programme is not simply about providing new kit. To be successful it requires a review of our whole infrastructure to ensure that we have modern technology enabling us to move

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to the cloud with all sites using the same technology to access a secure and robust network, making us a truly mobile organisation.

Reports considered: (here reference can be made to specific documents)



PPF

Re-Commissioning Plc

Officers/Councillors/Ward Councillors/Stakeholders Consulted: Head of Digital, Head of Commercial Development, Commercial Board

Deputy Monitoring Officer comments:

Officers will need to ensure that the terms of the contract are documented and that they are in line with the provisions for an extension in the original contract.

Deputy S151 Officer Comments:

Contract costs are covered from existing base line budgets.

Implications: None

Risk:

Minimal as this is extending our existing contract

Value for Money:

Tendering along with the rest of our communications contracts in 2026 should bring better value for money, in the interim the current monthly costs are reducing due to cancellation of old mobile phone contracts.

Options Considered and reasons for rejection: Full open tender for replacement of printing contract but this would not bring the anticipated savings of tendering a unified communication infrastructure.

Officer's Signature:

Aidan Wilkie, SD for People & Transformation

Date: 14th January 2025

Details of any interests declared and any dispensations given by the Standards Committee:

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Date Decision Record Sheet received from Officer:

Date Decision Published:

Decision No:

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BACKGROUND