

# Chief Officer Decision Notice

For non-key decisions



Notice is hereby given that the following Chief Officer Decision has been made, as delegated by the Cabinet/Cabinet Member or under their delegated authority in the Council's Constitution.

## 1. NOTICE FOR PUBLICATION

<b>Title of decision</b>	<b>CONTRACT AWARD FOR THE PROVISION OF AN ENTERPRISE SERVICE MANAGEMENT SYSTEM (Hornbill ESM)- APPOINTMENT OF CONTRACTOR, FUNDING &amp; CAPITAL RELEASE CORPORATE TECHNOLOGY &amp; INNOVATION 2026/27 (CR 1)</b>
<b>Name and Title of Chief Officer(s) making the decision</b>	Matthew Wallbridge – Chief Operating Officer
<b>Directorate</b>	Corporate Services
<b>Reference No.</b>	2026/1672
<b>Date of decision</b>	24 March 2026
<b>Relevant Ward</b>	N/A

## Details of Decision Taken

<b>Decision</b>	<p>The Chief Officer agrees to:</p> <ol style="list-style-type: none"><li>1. Replace the existing ITSM System with an Enterprise Service Management Tool (Hornbill)</li><li>2. Approve the direct award and procurement of Hornbill Enterprise Service Management (ESM) for an initial 36-month term, following compliant public-sector framework HealthTrust Europe – Total Value up to £212,540 made up of £199,960 revenue general fund expenditure and £12,580 capital general fund expenditure (Including scope for consultancy days and additional licenses through expansion)</li><li>3. Approve the revenue budget £199,960 to finance the project</li><li>4. Approve the capital release of £12,580 from the 2026/27 Corporate Technology &amp; Innovation Budget.</li></ol>
<b>Reason for decision</b>	<p>The current IT Service Management (ITSM) system has been in place for 7 years and there have been issues with the functionality within the system. This has resulted in delays to department projects where the application should be transforming and enhancing the services we can offer, using an up to date tool.</p>

	It is therefore, proposed to move the existing system to Hornbill ESM and this gives the council the platform to transform the way its internal services raise, handle and respond to service requests from one another using the latest technologies around automation and artificial intelligence.
<b>Alternative options considered and rejected</b>	<ul style="list-style-type: none"> <li>• <b>Renew Contract for Existing Tool:</b> Rejected due to persisting defects, slow progress on remediation and configuration, and limited automation/ESM scalability relative to Hornbill; would require additional / extensive consultancy to reach satisfied state.</li> <li>• <b>Full Market wide tender (Service Now as Market Leader):</b> Considered and rejected at this time due to higher licence and implementation costs, specialist build requirements, and longer time to value compared to Hornbill's discounted, bundled services for public sector.</li> </ul>
<b>Factors considered</b>	<ol style="list-style-type: none"> <li>1. <b>Stakeholder/internal consultation:</b> Officers reviewed options with Technology leadership; Procurement engagement on framework routes and direct award; sessions/demos with vendor;</li> <li>2. <b>HR &amp; workforce impacts:</b> No initial staff reductions. Upskilling for Service Desk &amp; process owners on Hornbill configuration, workflow design, and analytics; role profiles for ESM Developer/Support already drafted. Resource freed up for higher value tasks for overall improved satisfaction</li> </ol>
<b>Report Author &amp; Directorate</b>	<p>The person / post preparing this decision notice and appendices for the Chief Officer to decide.</p> <p>Dale Gordon – ICT Service Manager</p>

## Legal and Finance Comments

<b>Finance comments</b>	The Council intends to award a 3-year enterprise service management contract to Hornbill Corporate Ltd, which will be fully funded from the existing Technology contracts budget and Capital General Fund budgets. The D&B failure score for Office Odyssey Ltd is 98 indicating low risk of severe financial stress. This is within acceptable limits for the council.
<b>Finance Officer name and Title</b>	Chris Malin Head of Finance – Corporate Services and Finance
<b>Legal Comments</b>	The Council's Procurement and Contract Standing Orders ordinarily require competitive tenders to be sought before a contract is awarded. However, Standing Order 4.1(c) confirms that the use of established compliant frameworks is authorised and the requirement for obtaining best value and adequate competition, competitive tenders or quotations shall therefore not be required.

	<p>The HealthTrust Europe (HTE) ICT Solutions Framework is a public sector owned professional buying organisation, and any public sector organisation can call-off with a supplier using HTE's fully compliant framework arrangements with or without further competition.</p> <p>Legal Services confirms that there are no legal implications in awarding this Contract to Hornbill for the reasons set out in this report.</p>
<b>Legal Officer Name and Title</b>	Neena Sharma, Deputy Principal Lawyer, Contract Lawyer 10.03.2026

## Appendices / report attached

<b>List here any report / appendices / e.g. tender evaluations or other documentation to be included in support of this decision</b>	Appendix – exempt information
<b>Exempt Classification</b>	That this report be declared as exempt from publication as it involves the disclosure of information in accordance with Section 100(A) and paragraph 3 of Part 1 of Schedule 12A, in that the report contains information relating to the financial or business affairs of any particular person (including the authority holding that information) and that the public interest in withholding the information outweighs the public interest in disclosing it.

## Cabinet Member & other Chief Officer consultation

<b>Name and Title of any other Chief Officer(s) you have consulted with and as per any delegation.</b>	As per spend control approval
<b>Name and Title of the Cabinet Member you have consulted, and as per any delegation</b>	Cllr Lavery, Cabinet Member for Finance & Transformation – 26/03/2026
<b>Any conflicts of interest declared by the Chief Officer making</b>	N/A

<p><b>this decision and/or Cabinet Member who is consulted by the officer which relates to the decision - or if dispensation by the CEO was granted to them.</b></p>	
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### Authority for this decision

<p><b>Detail authority from Cabinet or under delegated authority in the Constitution / Officer Scheme of Delegations</b></p>	<p>Cabinet on 23 December 2025 provide for delegated authority to officers for decisions aligned to the Digital Strategy as set out below. This decision can therefore be taken by the Chief Officer in consultation with the Corporate Director of Finance and Cabinet Member.</p> <p><a href="#"><u>London Borough of Hillingdon - Agenda for CABINET on Tuesday, 23rd December, 2025, 7.00 pm</u></a></p> <p><b>RESOLVED:</b></p> <p><b>That Cabinet:</b></p> <ol style="list-style-type: none"> <li><b>1) Notes the annual update, as set out in the report;</b></li> <li><b>2) Agrees to continue delivery of the Digital Strategy 2024-27, and endorses the next steps set out in paragraphs 59 - 62;</b></li> <li><b>3) Agrees to extend the existing delegated authority from Cabinet on 10 October 2024 into 2026/2027, which provides for the Chief Operating Officer to implement the Digital Strategy, agree project variations, incur capital expenditure within approved budget and make all necessary procurement decisions, in consultation with the Corporate Director of Finance and Cabinet Member for Finance &amp; Transformation;</b></li> <li><b>4) Agrees to a further annual report in a year's time, setting out progress on the Strategy and delivery of savings targets, seeking agreement to the programmes and projects for the upcoming financial year and seeking further delegated authority if required.</b></li> </ol>
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## 2. APPROVAL

**Formal approval by Chief Officer making the decision**

*M.P. Wallbridge*

Signed

Date 24/03/26.

*Chief Operating Officer*