

# Nottingham City Council Delegated Decision



**Nottingham**  
**City Council**

<b>Reference Number:</b>	<b>4329</b>
<b>Author:</b>	<b>Paul J. Burrows</b>
<b>Department:</b>	<b>Finance and Resources</b>
<b>Contact:</b>	<b>Paul J. Burrows</b> <b>(Job Title: IT Change, Projects &amp; Strategy Manager, Email: paul.burrows@nottinghamcity.gov.uk, Phone: 01158763153)</b>
<b>Subject:</b>	<b>Contact Centre systems</b>
<b>Total Value:</b>	<b>£260,000 (Type: Revenue)</b>
<b>Decision Being Taken:</b>	<ol style="list-style-type: none"><li><b>1. To enter into a contract with Insight for provision of software licences and services for a period of up to 5 years following call-off from a compliant Framework Agreement with the Health Trust Framework;</b></li><li><b>2. To authorise the spend associated with these services; and</b></li><li><b>3. To delegate authority to the Head of the IT Service to award and sign the contract.</b></li></ol>
<b>Reasons for the Decision(s)</b>	<p>The Council currently operates contact centres using products supplied under contract from MacFarlane which are due to expire in August 2021. These support a range of Council services.</p> <p>The functions provided by the contact centres are still required. To enable the contact centres to operate successfully systems to support their operations are still required.</p> <p>The end of the current contract presents an opportunity for the Council to consolidate the number of contact systems that it supports reducing the support overhead associated with these. The proposals in this decision will allow the Council to extend the use of another contact centre system to replace that whose support contract is ending.</p> <p>The Council is able to extend the use of its EICC contact centre system using the Health Trust Framework from which additional software licences and services can be called off.</p>

**Other Options Considered:** The Council could undertake a full procurement exercise to replace the current contact centre systems in use. This route is not considered as providing as good value as extending the use of the contact system that is already in use.  
Contact Centre applications are used by several Council and partner business areas and are considered critical to service delivery, as such the option of not using contact centre application software is not considered feasible.  
Simple renewal of all existing contact centre applications, whilst a feasible option, would not provide the opportunity to either consolidate systems to reduce operational costs or to test the value for money of systems currently in use. As such the option of simply maintaining the status quo with regard to contact centre applications without consideration of other options is not recommended.

**Background Papers:** None

**Published Works:** None

**Affected Wards:** Citywide

**Colleague / Councillor Interests:** None

**Consultations:** Those not consulted are not directly affected by the decision.

**Crime and Disorder Implications:** There are no Crime and Disorder Implications associated with this decision.

**Equality:** EIA not required. Reasons: No EIA is required as this delegated decision does not propose any new policies or functions.

**Social Value Considerations:** There are no Social Value Considerations associated with this decision.

**Any implications affecting IT:** Yes

**Decision Type:** Portfolio Holder

**Subject to Call In:** Yes

Call In Expiry date:

16/08/2021

Advice Sought:

Legal, Finance, Procurement, IT

Legal Advice:

The proposals in this report raise no legal issues and are supported.

It is understood that the existing contract for these services is due to expire imminently and in order to ensure continued service provision, a new contract is required.

A framework agreement has been identified from which the Council is permitted to call off by way of a direct award. Purchasing from the framework will ensure a compliant procurement approach is followed, value for money is obtained and efficiencies achieved in terms of the chosen provider who will support consolidation of the systems used elsewhere within the Council.

Legal services will work with procurement colleagues as required in terms of ensuring approach contractual arrangements are implemented. Advice provided by Dionne Claire Screamon (Solicitor) on 02/08/2021.

Finance Advice:

This decision seeks approval to enter into a contract and spend with Insight for provision of software licences and services for a period of up to 5 years following call-off from a compliant Framework Agreement with the Health Trust Framework.

The total value of this decision is £0.260m as is to be funded in full from the IT Efficiency Fund (ITEF). The profiling of this spend from the ITEF over the 5 year contract is expected to be £0.140m in 2021/22 with £0.030m from each of the subsequent 4 years to and including 2025/26. The profiling of these costs have been considered in the ITEF forward plan. It is to be noted however that there are further IT projects within the ITEF forward plan that are yet to be approved. The current balance of the ITEF funding is insufficient to fund all of these projects therefore careful consideration and planning when prioritising projects is critical in order to only spend within the agreed ITEF allocated budget whilst at the same time meeting corporate IT needs. No financial pressure or overspend can occur.

The use of a compliant framework enables value for money to be sought and delivered. Alternative options have been explored and details are contained within this report.

Advice provided by Philip Gretton (Finance Analyst) on 30/07/2021.

IT Advice:

The IT Service support the proposals made in this delegated decision.

The consolidation of systems is in line with the Council's IT strategy. Advice provided by Paul J. Burrows (IT Change, Projects & Strategy Manager) on 03/08/2021.

Procurement Advice:

Procurement will work with IT Services to ensure a compliant procurement process is undertaken using the Health Trust Europe ICT Solutions Framework which NCC are eligible to use and follow a direct award process to our preferred provider (Insight). Therefore, I have no procurement concerns. Advice provided by Louise Dobson (Business Support) on 30/07/2021.

**Signatures**

<b>Sam Webster (PH Finance and Resources)</b>
<b>SIGNED and Dated: 06/08/2021</b>
<b>Clive Heaphy (Corporate Director for Finance &amp; Resources)</b>
<b>SIGNED and Dated: 04/08/2021</b>