

Nottingham City Council Delegated Decision



Reference Number:	1974
Author:	Anne Clarke
Department:	Resources
Contact:	Luke Johnson (Job Title: IT Infrastructure Manager, Email: luke.johnson@nottinghamcity.gov.uk, Phone: 07971232070)
Subject:	Extension of the Macfarlane Contract
Total Value:	£37,900 (Type: Revenue)
Decision Being Taken:	It is recommended that the Portfolio Holder agrees:-a. In accordance with financial regulation 3.29 to dispense with the provisions of contract procedure rules 5.1.1 relating to the extension of the Macfarlane licence for a further one year (21/8/2015 to 22/8/2016). b. The total annual cost for this extension would be £37,900 to be met from existing IT revenue budgets.
Reasons for the Decision(s)	Reasons and Circumstances leading to the decision The MacFarlane system is used by key business areas within Nottingham City Council for the provision of telephony contact centres e.g. IT Service Desk, Housing Benefits, Coroners and Registrars. It monitors call queues when all lines are busy and displays on the wallboard within these areas when calls are waiting, the number of calls being processed etc. The present Macfarlane contract expires on 21 August 2015 and although a tendering exercise is being currently undertaken, there has been a delay to it which has meant that the contract deadline of the 21st August 2015 will not be met. The effect of this is that the contract will need to be extended by one year to the 22nd August 2016.

Other Options Considered: 1) To do nothing is not a feasible option because if support and maintenance is not renewed for the Macfarlane system, then any software issues that occur will not be resolved by the Supplier and it would mean that the Council would have to pay consultancy rates for technical resolutions, software upgrades, answers to support queries etc. for frontline services. Further the Council's Citizen First transformation programme is focussed upon improving access to services across the Council and one of the main methods of accessing services by the Citizen is through the use of the telephone contact centres. It would be difficult to improve the telephony service by the Council if there was no visibility of the telephone performance and service offer, queue management, interactive voice recognition etc.

Background Papers: DDMF -1307 Macfarlane Upgrade - DDMF 0346 Macfarlane Licences and Maintenance-DDMF 1114 Macfarlane Call Plus Support Renewal

Published Works:

Affected Wards: Citywide

Colleague / Councillor Interests:

Dispensation from Financial Regulations: Yes

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

Crime and Disorder Implications: Front line services such as ASBO, Environmental Health, etc. are hosted on Macfarlane. Therefore if the support and maintenance contract is not renewed and there is subsequent delay in the citizens reporting disturbances, because the Macfarlane system is not working, there is potential for the Council to be deemed as not having taken reasonable action to prevent crime and disorder.

Equality: EIA not required. Reasons: Purchase of and software maintenance and support not directly used by colleagues and citizens.

Decision Type: Portfolio Holder

Subject to Call In: Yes

Call In Expiry date: 08/05/2015

Advice Sought: Legal, Finance, Procurement, IT

Legal Advice: Given the total estimated value of the proposal, dispensation (as set out in the main body of the report) is needed from CPR 5.1.1. If approved, the change will be undertaken in accordance with the contractual change control procedure. Advice provided by Sarah O'Bradaigh (senior solicitor) on 13/04/2015.

Finance Advice: The value of the decision (£37,900) is based on the cost of extending an existing licence agreement for 12 months from 21 August 2015. The cost of the extension will be met from ongoing provisions for software maintenance within the Resources ICT revenue budget as included in the Medium Term Financial Plan. Dispensation from Contract Procedure Rule 5.1.1 is being sought in accordance with Financial Regulation 3.29 on grounds of operational efficiency. Securing operational continuity pending the outcome of a tendering exercise should promote value for money by reducing the risk of having to incur additional costs to address service disruption in the short to medium term.

Advice provided by C I Sharpe (Finance Analyst) on 13/04/2015.

Procurement Advice: the procurement team supports the recommendations of this report. Advice provided by Paul Ritchie (Procurement Category Manager) on 23/04/2015.

IT Advice: The IT Service supports this proposal. The MacFarlane system is a key component in the telephony service provided to citizens to contact Council Services including NRAB. Because of the criticality of the functions that the system provides and its proprietary nature extension of the current support arrangement is supported.

Advice provided by Paul J. Burrows (Strategy Manager) on 02/04/2015.

Signatures

Graham Chapman (PH for Resources and Neighbourhood Regeneration)
SIGNED and Dated: 29/04/2015
Glen O'Connell (Acting Corporate Director of Resources)
SIGNED and Dated: 27/04/2015
Geoff Walker (Acting Head of Strategic Finance) - Dispensation from Financial Regulations
SIGNED and Dated: 27/04/2015
Chief Financial Officer's Comments: