

Nottingham City Council Delegated Decision



Nottingham
City Council

Reference Number:	3650
Author:	Lesly Sibanda
Department:	Strategy and Resources
Contact:	Simba Chirara (Job Title: Voice and Data Infrastructure Manager, Email: simba.chirara@nottinghamcity.gov.uk, Phone: 01158764688)
Subject:	Macfarlane Contact+ support contract
Total Value:	£35,034 (Type: Revenue)
Decision Being Taken:	<ol style="list-style-type: none">1. To approve an additional year of Macfarlane Contact+ support (for 2020/21).2. To dispense with the requirements of Contract Procedure Rule 5.1.1 in accordance with Financial Regulation 3.29.3. To delegate authority to the Head of IT to enter into a contract with the existing provider (Macfarlane) to extend for an additional year (2020-21).
Reasons for the Decision(s)	<p>Currently, the Council uses Macfarlane Call Plus for the provision of telephony contact centres. There are more than twenty front line services that utilise the Macfarlane technology, therefore it is necessary to renew support and maintenance for this system so that the Council can provide reliable Contact Centre services to citizens. The support covers Monday to Friday 8am till 6pm (excluding Bank Holidays).</p> <p>Approval for the support and maintenance services for the year 2019-2020 has been granted in DD3314 and we are now seeking approval to extend for an additional year, 2020-2021, in exchange for a 20% discount from the provider. In 2020/21, the support and maintenance cost, for the Monday to Friday (8am till 6pm) support, is projected to be £43,792. However, by extending the Contract for an additional year, Macfarlane has agreed to reduce their price to £35,034, which reflects a cost saving of £8,758.</p> <p>Each year the Council must purchase Macfarlane software support and maintenance in order to receive technical support, updates, etc. for the system. There are no viable technology alternatives to this without incurring re licensing, consultancy, data conversion and staff retraining costs, which would be well in excess of the annual software maintenance costs. It would be a major project to reduce the Macfarlane system and currently there are no plans to do this in the next two years.</p> <p>A Data Protection Impact Assessment has been completed and approved for this system.</p>

Other Options Considered: Do not renew Macfarlane Contact+ support and maintenance: This was rejected because we would not receive any technical fixes or new software releases and would not be able to fix any software faults in the system. This service is crucial to supporting citizens.

Background Papers: None.

Published Works: Delegated decision 3314 (dated 01/11/18)

Affected Wards: Citywide

Colleague / Councillor Interests: None.

Dispensation from Financial Regulations: Yes

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

Crime and Disorder Implications: None.

Equality: EIA not required. Reasons: Not required as extension to existing contract.

Social Value Considerations:

Any implications affecting IT: Yes

Decision Type: Portfolio Holder

Subject to Call In: Yes

Call In Expiry date: 03/10/2019

Advice Sought: Legal, Finance, Procurement, IT

Legal Advice: This procurement gives rise to no significant legal concerns. The legal section is, if required, available to assist with the procurement.
Advice provided by Brian Lewis Stewart (Solicitor) on 12/09/2019.

Finance Advice: This decision seeks to extend the Macfarlane Contact+ support contract by a further year into 2020/21. The existing contract, covering 2019/20, was approved via DD3314. The value of this decision is £35,034 and will be funded from IT revenue budgets, where there is existing budget provision for this contract. By extending the contract by a further year, IT can secure a 20% discount on the 2020/21 contract price. This equates to a saving of £8,758.

Dispensation from Contract Procedure Rule 5.1.1 is being sought in accordance with Financial Regulation 3.29 on the grounds of operational efficiency and continuity because there are no viable technological alternatives to the current systems in the short to medium term.

Advice provided by Philip Gretton (Finance Analyst) on 01/08/2019.

IT Advice: The IT Service supports the proposals contained within this delegated decision. Macfarlane is an installed product that, having been reviewed by its user community, is considered to be appropriate for their needs. The technology is compatible with the Council's current and planned IT infrastructure for the proposed life of the extended 2 year agreement.

Advice provided by Paul J. Burrows (IT Change, Projects & Strategy Manager) on 11/07/2019.

Procurement Advice: This report seeks approval, using clause 3.29 of the financial procedure rules, on the grounds of operational issues for a value below key decision level, to dispense with the requirement under clause 5.1.1 of the contract procedure rules to seek 3 quotes. If dispensation is granted, then the requirements of the contract procedure rules will be satisfied and there will be no procurement concerns.

Advice provided by Mabs Karim (Procurement Officer) on 06/09/2019.

Signatures

David Trimble (Portfolio Holder for Leisure, Culture and IT)
SIGNED and Dated: 25/09/2019
Candida Brudenell (Corporate Director for Strategy and Resources)
SIGNED and Dated: 24/09/2019
Laura Pattman (Strategic Director of Finance) - Dispensation from Financial Regulations
SIGNED and Dated: 17/09/2019
Chief Finance Officer's Comments: