

**ANGUS COUNCIL**

**POLICY AND RESOURCES COMMITTEE – 30 JANUARY 2018**

**REPLACEMENT CONTACT CENTRE SYSTEM**

**REPORT BY ALAN MCKEOWN, STRATEGIC DIRECTOR - PLACE**

**ABSTRACT**

There is an immediate requirement to upgrade the existing Contact Centre system which is currently used within the ACCESSLine. This is necessary as the current system is no longer fit for purpose or supported by the supplier. The report seeks to homologate the decision to negotiate the contract with the provider of the Council's new corporate telephony system.

**1. RECOMMENDATION**

It is recommended that the Policy and Resources Committee:

- (i) Homologate the decision by the Strategic Director – Place to enter into a contract for the provision of a contact centre system by direct award under an existing Framework Agreement on the terms stated within this report.

**2. CURRENT POSITION**

- 2.1 There is a recognised need within the Council to have an up to date and well supported contact centre system to move forward with the Council's agreed Change Programme by establishing a new One Contact Centre approach to customer service delivery and to drive efficiencies and the digital agenda.
- 2.2 The current contact centre system was purchased by the Council in 2007 to work in conjunction with the council's current telephony system. However, this system has not been updated since 2007 and is no longer supported by the supplier.
- 2.4 The council are also in the process of implementing a new corporate telephony system and the new contact centre system will work in tandem with the new telephony infrastructure.

**3. PROPOSALS / PROCUREMENT AUTHORITY**

- 3.1 It is proposed to purchase and implement a new contact centre system that will allow the Council to channel all telephone calls through the one contact centre rather than the approach that currently exists where we have pockets in individual services.
- 3.2 The contract is being awarded by a direct award under the Framework Agreement (the UK national "Local Authority Software Applications" Framework Agreement).
- 3.3 The contract has been awarded to Capita, the provider of the council's new telephony system, for a period of three years.
- 3.4 The procurement is not considered to be a "major procurement" in terms of Financial Regulation 16.8.4. Approval of this report would mean that the contract can be accepted without the need for further approval by the relevant committee and contract award will be reported to committee for noting only as part of aggregated 6-monthly reporting arrangements.

- 3.5 This upgrade will also allow home working for contact centre staff. This will build resilience in the event of an emergency incident by enabling the contact centre staff to respond from home. It also fits with the principals of the agile working that have been adopted across the Council.
- 3.6 Owing to the very short timescales to implement the new system, the contract has been awarded by the Strategic Director- Place following consultation with the Head of Corporate Finance and Head of Legal and Democratic Services.

#### 4. FINANCIAL IMPLICATIONS

- 4.1 Members will be aware of the significant savings being targeted in the Council's Change Programme from moving to a One Contact Centre approach. The system purchase covered by this report is essential to delivery of those savings.
- 4.2 The costs associated with implementing the new contact centre system will not exceed £60,000 and includes expenditure on the following:-

<b>Product/service</b>	<b>Cost</b>
Replacement Contact Centre System and first year support costs	43,400.00
Training	4,975.00
Supplier Project Manager	11,625.00
<b>Total Estimated Cost</b>	<b>£60,000.00</b>

- 4.3 The funding for this project has been approved from the Change Fund budget for 2017/18.
- 4.4 Annual support costs have been set at a cost of £12,064.85 per annum. Funding for year 1 support costs are included in the £60,000 implementation cost above. Support costs in years 2 and 3 of the contact will be factored into future year budget as part of accessing the net savings from implementation of the One Contact Centre project.

#### 5 OTHER IMPLICATIONS

- 5.1 Failure to upgrade the current system exposes a significant business continuity risk to the council and could lead to a greatly reduced service to our customers.

#### 6. CONSULTATION

The Strategic Director – Place, Head of Corporate Finance and the Head of Legal & Democratic Services have been consulted in preparation of this report.

**NOTE:** No background papers, as detailed by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to a material extent in preparing the above report.

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