

INDIVIDUAL CABINET MEMBER DECISION

Renewal of Customer Service Contact Centre Software

Report of Solutions Architect

PURPOSE OF REPORT			
To seek approval to renew the Customer Service Contact Centre Software for a further three years.			
Key Decision	X	Non-Key Decision	Referral from Cabinet Member
Date of notice of forthcoming key decision	24.08.23		
This report is public			

RECOMMENDATION

(1) That the Customer Services Contact Centre Software be renewed.

1.0 Introduction

- 1.1 Our existing contract with Anywhere365 for Contact Centre expires in November.
- 1.2 This contract covers the use and support of the Contact Centre software used by Customer Services and Council Housing Customer Services .
- 1.3 Without this contract, our ability to take calls through our primary advertised numbers for Customer Services will fail.

2.0 Proposal Details

2.1 To award the contract in line with procurement procedures and renew the contract for the next three years.

3.0 Details of Consultation

3.1 N/A

4.0 Options and Options Analysis (including risk assessment)

	Option 1: Renew contract	Option 2: Do not renew contract
Advantages	Continuation of existing contact centre services	None
Disadvantages	None	Loss of existing contact centre services

Risks	None	Severe disruption to services provide by Customer Services and Council Housing Customer Services
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5.0 Officer Preferred Option (and comments)

5.1 The officer preferred option is Option 1, as this will ensure the continuation of vital services.

RELATIONSHIP TO POLICY FRAMEWORK

The Anywhere365 contract provides access and support for a critical system. This system supports the delivery of the corporate priorities as the software is used in multiple areas of the council and is vital for the delivery of frontline services.

CONCLUSION OF IMPACT ASSESSMENT

(including Health & Safety, Equality & Diversity, Human Rights, Community Safety, HR, Sustainability and Rural Proofing)

N/A

LEGAL IMPLICATIONS

Legal have reviewed the contract and haven't identified any issues.

FINANCIAL IMPLICATIONS

The total contract price is £255,000 for the next three years which is covered by existing budgets.

OTHER RESOURCE IMPLICATIONS

Human Resources:

No implications

Information Services:

Large amount of internal ICT resource required to migrate Customer Services and Council Housing Customer Services off Anywhere365 system if contract is not renewed.

Property:

No implications

Open Spaces:

No implications

SECTION 151 OFFICER'S COMMENTS

The s151 Officer has been consulted and has no further comments to add to those provided within the Financial Implications and by the Monitoring Officer

MONITORING OFFICER'S COMMENTS

In accordance with the financial thresholds within the Cabinet Procedure Rules any decision by an individual Cabinet Member over £150,000 requires consultation with the relevant Chief Officer or Chief Executive. In addition, an award of contract for this renewal requires a member decision in accordance with the Contract Procedure Rules. The Monitoring Officer

understands that the procurement rules have been adhered to and relevant waivers obtained where necessary to support continuation of this business critical system.

BACKGROUND PAPERS

Contact Officer: Shaun Crossman

Telephone: 01524 582133

E-mail: scrossman@lancaster.gov.uk

Ref: