

## Report of Digital Access Manager

### Report to Chief Officer, Customer Access

**Date: 18<sup>th</sup> March 2015**

**Subject: Award of Contract for ITS140020 Cross Council Web Chat System, support and implementation. (9PYE-8X2MEE)**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number: 1 - Tender Evaluation Report Appendix 1 of this report has been marked as exempt under Access to Information Procedure Rules 10.4 (3) on the basis that it contains information relating to the financial or business affairs of any particular person (including the authority holding the information) which, if disclosed to the public, would, or would be likely to prejudice the commercial interest of that person or of the Council. The information is exempt if and for so long as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

## Summary of main issues

1. The Council currently has a contract with Sabio Ltd for the delivery of Web Chat system.
2. The contract is due to expire on 27<sup>th</sup> July 2015 with no further options to extend.
3. This Council has undertaken procurement for a contract to replace that which expires.
4. This report seeks approval to award a contract to Connection Point Technology Ltd for the value of £97,722 to commence on the 8th April 2015 for a period of three years with the option to extend by two further periods of 2 years.

## Recommendations

The Chief Officer, Customer Access, is recommended to approve the award of a contract to provide delivery of Cross Council Web Chat System in accordance with the

provisions of Contract Procedure Rule 18 and subject to a voluntary 10 day standstill (Alcatel) period to Connection Point Technology Ltd.

## **1 Purpose of this report**

- 1.1 This report seeks approval to award a contract to Connection Point Ltd, for the provision of Cross Council Web Chat System, support and implementation. The proposed contract will commence on the 8<sup>th</sup> April 2015 for a period of three years, with an option to extend by two further periods of 2 years.

## **2 Background information**

- 2.1 The Council has a contract with Sabio Ltd for the delivery of a Web Chat System. This contract expires on the 27<sup>th</sup> July 2015 with no further options to extend.
- 2.2 A procurement exercise has been conducted under the Public Contract Regulations 2006 restricted procedure. Further information on the procurement exercise is contained in Appendix 1 – Tender Evaluation Report.
- 2.3 This report seeks approval to award a contract to Connection Point Technology Ltd for the provision of Cross Council Web Chat System, support and implementation to commence on the 8th April 2015 for a period of three years plus with the option to extend by two further periods of 2 years.

## **3 Main issues**

- 3.1 The Council requires a contract to be in place for supply of Web Chat system, support and implementation to enable support to be provided to customers, should they be unable to find the information they require on the council Web pages.
- 3.2 The technology 'tags' the web pages we identify to enable a Web Chat to be offered to customers if they 'hover' over the 'contact us' section of the pages.
- 3.3 The Customer Service Officers (CSOs) use web chat to 'talk' to these customers and then help to guide them to the required information on the web pages. The aim is to encourage Channel shift and direct customers to where they are able to either self-serve (set up Direct Debits, complete forms) or access the information they require on the web pages.
- 3.4 Where the information on the web pages is found to be inaccurate, or could be made clearer the CSOs complete a Web Change Request form to ensure that the information is updated and is then accurate for future customers.
- 3.5 It is by utilising the information gathered from our customers that we are able to continue to update and enhance the information on the council web pages. This will continue to improve the customer experience.
- 3.6 Business Support Centre and colleagues in In Site are contributing towards the cost of this software both for the initial development and during the three years of the contract.

3.7 BSC & In Site will be using Web Chat with internal staffing in relation to personnel issues, giving advice and taking details to update personal records.

3.8 The existing contract expires on 27<sup>th</sup> July 2015.

## **4 Corporate Considerations**

### **4.1 Consultation and Engagement**

4.1.1 It is not considered that the content of this report or the recommendations made will have a significant impact on any particular ward or community and as such no consultations have taken place.

4.1.2 The evaluation team was comprised of five experienced officers from Customer Services, Business Support Centre, ICT Support & Infrastructure Services, with the relevant experience to assess the technical, operational and commercial aspects of the submission. Procurement support and moderation was provided by the ICT Strategic Sourcing team

### **4.2 Equality and Diversity / Cohesion and Integration**

There are no Equality and Diversity / Cohesion and Integration Issues associated with this decision. The Project Team ensured that the software is easily accessed by all customers. We stated "The Council wants to ensure that it has the facilities to reach as many customers as possible by a variety of methods which will give equality of access to all customers" with business requirements and also "The council has obligations under the Disability Discrimination Act (DDA) to make provision available to all" within the technical requirements.

### **4.3 Council policies and City Priorities**

The Best Council Plan identifies the following three outcomes which will enable the council to achieve priorities in the next 2 years.

- Improve the quality of life for our residents, particularly for those who are vulnerable or in poverty;
- Make it easier for people to do business with us; and
- Achieve the savings and efficiencies required to continue to deliver frontline services.

### **4.4 Resources and value for money**

4.4.1 The procurement was evaluated 50% on price and Connection Point Ltd demonstrated their costs where competitive.

### **4.5 Legal Implications, Access to Information and Call In**

4.5.1 The procurement was carried out using the Restricted Procedure of the Public Contract Regulations 2006.

4.5.2 This decision is not subject to call-in.

## **4.6 Risk Management**

4.6.1 The contract will be managed in accordance with the contract management plan to be put in place following contract award.

## **5 Conclusions**

5.1 The tender received from Connection Point Limited has been adjudged to be the best received based on a combination of quality and cost.

## **6 Recommendations**

6.1 The Chief Officer, Customer Access, is recommended to approve the award of a contract to provide delivery of Cross Council Web Chat System in accordance with the provisions of Contract Procedure Rule 18 and subject to a voluntary 10 day standstill (Alcatel) period to Connection Point Technology Ltd

## **7 Background documents<sup>1</sup>**

7.1 Appendix 1 – Tender Evaluation Report

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.