

**Report of Head of Customer Contact**

**Report to Director of Communities and Environment**

**Date: 29<sup>th</sup> October 2018**

**Subject: Authority to commence a procurement and award a contract for support and maintenance of the Councils Contact Centre Technologies and associated Telephony estate.**

Are specific electoral wards affected? If yes, 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:	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/> No

**Summary of main issues**

1. The support and maintenance for the Contact Centre Technologies and associated Telephony estate is currently in contract with Sabio Ltd under scheme LCCITS120007.
2. The contract with Sabio Ltd commenced on 1<sup>st</sup> April 2013. This contract was for 3 years with an option to extend by two further periods of 1 year each (i.e. 3+1+1). However, due to having to abandon a procurement last year on affordability ground, an additional year support was negotiated with Sabio.
3. The current contract will expire on 31<sup>st</sup> March 2019 and a new contract is required to commence 1<sup>st</sup> April 2019 to ensure continuous support is provided for this key council system.

**Recommendations**

4. The Director of Communities and Environment is recommended to provide authority to commence a procurement for the support and maintenance of the Council's Contact Centre Technologies and associated Telephony estate along with supply of associated goods and services.

## **1. Purpose of this report**

- 1.1 To explain the rationale behind tendering for a new contract which covers support and maintenance on the Contact Centre Technologies and associated Telephony estate.

## **2. Background information**

- 2.1 The current contract with Sabio Ltd covers support and maintenance on the Contact Centre Technologies and associated Telephony estate. The estate comprises of Verint, Avaya and Sabio technologies.
- 2.2 Leeds City Council have invested in these technologies for upwards of ten years and they are critical functions for Customer Services and a number of internal and external partners supporting over 300 users. The Contact Centre alone receives over a million telephone calls a year.
- 2.3 In preparation for this tender a detailed review of the technology and telephony estate was carried out during October 2016. The purpose of the review was to evaluate the existing technology in order to give an overview to the management team and discuss how we work towards ensuring that we have the correct technology in place to support the delivery of customer services now and in the future.
- 2.4 The review served to further ensure that any future technologies are both robust and suitable for the landscape of the 21<sup>st</sup> Century. The review laid the foundations to define our requirements for this tender of a new support contract which needs to be in place by 1<sup>st</sup> April 2019. The Customer Access Leadership Team were in support of the recommendations from this report.

## **3. Main issues**

- 3.1 A new contract for the support and maintenance of the Councils Contact Centre Technologies and associated Telephony estate along with supply of associated goods and services is required from 1<sup>st</sup> April 2019, due to the current contract expiring on 31<sup>st</sup> March 2019, with no options to extend available.
- 3.2 A small part of the Contact Centre technology estate is bespoke software owned and supported by the incumbent supplier, Sabio Ltd. Depending on the results of a tender or until such a time that the bespoke software can be replaced or switched off then we may have two suppliers in contract. By excluding the option to replace the bespoke software support we are widening the field of potential bidders to ensure we receive the best value for money through healthy competition.
- 3.3 Owing to the critical nature of this specialist technology and telephony infrastructure it is vital that a contract is awarded to ensure the future stability and development of our Contact Centre technology and telephony estate.

## **4. Corporate considerations**

### **4.1 Consultation and engagement**

- 4.1.1 The Customer Access Leadership Team have been consulted and are supportive of the proposed approach.
- 4.1.2 Corporate Digital and Information Services (DIS) have been consulted and are supportive of this approach

4.1.3 The evaluation team will be comprised of three managers from different areas of the development and operational teams as well as a telephony officer.

## **4.2 Equality and diversity / cohesion and integration**

4.2.1 There are no Equality and Diversity / Cohesion and Integration Issues associated with this decision.

## **4.3 Council policies and best council plan**

4.3.1 The Contact Centre Technologies and Telephony estate is fundamental to the successful delivery of the majority of Council services. These platforms are the front door to many services enabling our citizens to contact us. The continued support contract will secure the stability and future development of the technology and telephony that will support the digital agenda and all aspects of the best council plan.

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

4.4.1 The cost for the contract has been budgeted for as part of the Customer Access budget plan.

4.4.2 As these technologies and telephony systems are utilised by other partners the total cost of the contract will be shared.

4.4.3 The support contract has continued to deliver value for money providing a stable service for more than ten years that has continued to grow and deliver efficiencies for the Council as a whole.

## **4.5 Legal implications, access to information, and call-in**

4.5.1 The procurement will be conducted in accordance with the Public Contract regulations 2015 and the Councils Contract Procedure Rules.

4.5.2 The decision to undertake this procurement is a Significant Operational Decision which is not subject to call-in.

## **4.6 Risk management**

4.6.1 The procurement process will be managed by the DIS Strategic Sourcing Team

4.6.2 The contract will be managed by an appointed contract manager in accordance with a contract management plan.

## **5. Conclusions**

5.1 To ensure uninterrupted support of the Council's Contact Centre Technologies and associated Telephony estate a new contract must be awarded , the contract must be awarded in good time so that there can be a robust handover in readiness for the new contact on 1<sup>st</sup> April 2019.

## **6. Recommendations**

- 6.1 The Director of Communities and Environment is recommended to provide authority to commence a procurement for the support and maintenance of the Councils Contact Centre Technologies and associated Telephony estate along with supply of associated goods and services.