

# Approval to extend the Council's current contract with Sabio Ltd for the provision of Contact Centre System Support.

Date: 26/04/2022

Report of: Applications Manager, Shared Services

Report to: Chief Digital and Information Officer

Will the decision be open for call in?  Yes  No

Does the report contain confidential or exempt information?  Yes  No

## What is this report about?

### Including how it contributes to the city's and council's ambitions

- The Council's current contract with Sabio Ltd (DN373507 - ITS200581a) for Contact Centre Systems Support expires on 31<sup>st</sup> March 2022. There is one remaining 12 month extension available to take under the terms of the contract.
- The Contact Centre System is the main system used by the Council's Contact Centre staff and is the "enquiry line" which members of the public use to contact the Council in relation to any concerns, issues or questions they may have. It is also used by other Services within the Council, including Leeds Housing Offices, Leeds Building Services, Council Tax & Recovery as well as by NHS Digital Leeds. Its continued use requires the provision of support & maintenance services.
- To enable the Council to continue to use the Contact Centre System, there is a need to extend the contact for a further 12 months, for the period 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023.
  - Making best use of resources – in particular, using digital capabilities to provide improved services

## Recommendations

- a) Chief Digital and Information Officer is recommended to approve the extension of the contract with Sabio Ltd for the provision of Contact Centre System Support.
- b) Extending the contract for a further year will incur a total cost of £281,768.

## Why is the proposal being put forward?

- 1 The Council's current contract with Sabio Ltd for the provision of Contact Centre System Support expires on 31<sup>st</sup> March 2022. Under the provisions of the contract, there is the option to extend the contract for a further 12 months.

- 2 The Council has used the Contact Centre System for several years, which have provided significant operational efficiencies across various Service areas.
- 3 The Contact Centre System is used widely across Council, is proprietary to Sabio Ltd and as such only they are able to provide appropriate levels of support and maintenance, upgrades and fixes to the system.
- 4 The annual renewal cost of £281,768 for support and maintenance is an increase on last years cost, but this is as a result of additional licenses being purchased over the last 12 months to enable Contact Centre staff to work from home during the Covid-19 pandemic.

#### What impact will this proposal have?

**Wards affected:**

Have ward members been consulted?       Yes       No

- 5 No wards will be affected by this proposal.

#### What consultation and engagement has taken place?

- 6 Consultation has taken place with key stakeholders across the Council with regard to continued use of the Contact Centre System. The Council's Integrated Digital Service have also been consulted and support the recommendation to extend the current contract with Sabio Ltd.

#### What are the resource implications?

- 7 There are no resource implications associated with extending the current contract with Sabio Ltd for Contact Centre System Support as it only a continuation of existing services.

#### What are the legal implications?

- 8 The decision to extend the contract with Sabio Ltd at a total cost of approx. £281,768 is a Significant Operational Decision and is not subject to call in. There are no grounds for keeping the contents of this report confidential under the Access to Information Rules.

#### What are the key risks and how are they being managed?

- 9 There are minimal risks associated with extending the current contract with Sabio Ltd as it is a continuation of existing services which have been used by the Council for several years.
- 10 The decision to extend the current contract for a further 12 months to 31<sup>st</sup> March 2023 will ensure that various Service areas across the Council can continue to provide contact services and support to the public.
- 11 Any risks which are highlighted during the remaining term of the contract will be managed and mitigated through regular account management/supplier review meetings.

#### Does this proposal support the council's three Key Pillars?

Inclusive Growth       Health and Wellbeing       Climate Emergency

- 12 This report relates to the provision of continued support & maintenance services for a software system, its impact on climate change initiatives is mainly through the support it gives those services using it.

### **Options, timescales and measuring success**

#### **a) What other options were considered?**

- 13 No other options were considered. Extending the term of the current contract with Sabio Ltd is allowable under the terms of the contract.

#### **b) How will success be measured?**

- 14 Success will be measured by the Council's ability to continue to provide services and support to the public.

#### **c) What is the timetable for implementation?**

- 15 Approval is being sought to extend the current contract with Sabio Ltd for Contact Centre System Support, therefore no implementation period is required.

### **Appendices**

- 16 None

### **Background papers**

- 17 None