

INDIVIDUAL CABINET MEMBER DECISION – 17 April 2024

Decision by	Councillor Steve Donnelly
Subject	ICT Finance Applications
Portfolio	Inclusive Economy
Authority	Constitution part 3 Section 3

Decision: That, the Cabinet Member for Inclusive Economy:

- i. Authorised the Director of ICT, IDM & Property Services (CIO) to invite and evaluate tenders for a Cash Receipting, e-payment and income management system through a further/mini competition under an appropriate public sector framework, for an initial term of up to 3 years, plus optional extensions of up to 2 years either as one or more extensions, with an estimated total value of £1.500m commencing in March 2025;
- ii. Delegated authority to the Director of ICT, IDM & Property Services (CIO), following consultation with the Portfolio Holder for Inclusive Economy and Strategic Director, Resources, to award a contract to the successful supplier following the procurement exercise;
- iii. Noted that any additional revenue budget requirement and potential mitigations would be considered in the Medium-Term Financial Strategy (MTFS) as part of the 2025/26 budget process.

Reason for decision
And Options
Considered:

Please see report
attached

- i. The council's cash receipting, e-payment and income management system processes and manages payments into the organisation.
- ii. The existing contract for cash receipting, e-payment and income management with Civica UK Ltd expires in February 2025. This contract enables the council to take payments via the web, phone and cash and allows the council to process 325,000 transactions a year. Since the council concluded its corporate Digital Programme in 2021, there has been a net increase in transactions taking the council to a total of 425,000 transactions a year.
- iii. The roll out of the Digital Programme has meant an increase in transactions being processed through the e-payment and income management system. In parallel, there has been a corporate demand to reduce cash payments and to make payments readily available via the

phone or web.

- iv. The existing Civica system has many complex interfaces to other systems to reconcile payments and update cases and was the main tool for many revenue streams.
- v. Some of the strategic drivers and objectives of procuring a cash receipting, e-payment and income management system includes ensuring:
 - Customers have the choice in how they pay the council
 - Card data was processed in compliance with legal requirements such as General Data Protection Regulation (GDPR) and Payment Card Industry (PCI) Data Security Standard (DSS)
 - Efficient recording of income in the council's income management system
 - All income was completely and accurately accounted for and banked in line with the council's income procedures
 - All income due to, or held by, the council was identified and charged correctly, in accordance with the law and relevant legislation
 - All income was collected using appropriate procedures from the correct person and at the right time
 - All income collected and credited was consistently allocated and reconciled
 - All cash held on council premises was held securely
 - The Council was able to monitor income received.
- vi. The council was looking to procure a cloud version of the software in line with its corporate strategy to use cloud solutions. Cloud based architecture would mean the software and its data would be fully hosted. This means the time and effort associated with the support and maintenance of the system would be owned by the supplier. This provides an efficiency for the council's ICT Applications Support Team so expertise can be focused on high-risk/priority areas and incidents, which would also lead to the eventual reduction in ICT costs long term relating to staff and hosting server costs. A hosted solution would also offer an extra layer of resilience to cyber-attacks.
- vii. The council has identified two available routes to market as set out below:

Call Off via a framework agreement – Recommended

Due to the complex nature of the required services, it would be prudent to run a competition via framework agreement that was compliant with PCR 2015 regulations. The council has identified several frameworks that could be potentially used, and which would require further consultation with

internal stakeholders to determine best route to market. There were a limited number of suppliers of this service and they were expected to be included on the relevant frameworks.

Full Procurement via Open Tender – Not recommended

In comparison to the above option, an Open Tender would not be a suitable option as this would require significant additional resource to manage the tender and ensure terms and conditions within the tender document be as robust as those that would ordinarily be found via a dedicated finance applications framework agreement. Constructing the tender documentation for this system would be resource intensive and there was a lack of available resources and expertise to support this process.

Date of Implementation
(if not called in): 25 April 2024

Report published	9 April 2024
Opposition consulted	9 April 2024
Decision recorded	17 April 2024
Decision published	18 April 2024
Call-in deadline	24 April 2024 at 5pm

Reason for urgency Not Applicable

Please see report attached



Cabinet member's signature _____ Date 17 April 2024

Councillor Steve Donnelly Cabinet Member for Inclusive Economy

Officer recording decision *merksha grant* Date 17 April 2024

Designation Merksha Grant
Democratic Services

