

Report to	Cabinet	Item 9
	09 October 2019	
Report of	Director of strategy, communications and culture	
Subject	The award of contract for an income receipting and management system	

KEY DECISION

Purpose

To seek approval to award a contract for an income receipting and management system.

Recommendation

To award the contract for an income receipting and management system to Civica UK Limited for the period 30 September 2019 to 29 September 2024.

Corporate and service priorities

The report helps to meet the corporate priority Healthy Organisation.

Financial implications

Total contract value of £374,125 over a period of 5 years which is within existing budgets.

Ward/s: All Wards

Cabinet member: Councillor Kendrick - Resources

Contact officers

Nikki Rotsos, director of strategy, communications and culture 01603 212211

Jane Allen, Service improvement manager 01603 212497

Background documents

None

Report

Background

1. The council is currently in contract with Civica for an income receipting and management service which expires at the end of September 2019.
2. This comprises a secure external service to manage all incoming payments (cash, cheque, credit card, debit card and those made at Post Office/PayPoint outlets) and a secure local service that is used to manage the 'distribution' of payment information to internal systems, income reconciliation and the generation of reports.
3. A new agreement is required to continue to be able to manage all incoming payments to the council, and to ensure we remain compliant with Payment Card Industry (PCI) standards going forward.
4. The new agreement will also introduce new services to enhance the customer experience when interacting with the council for the purposes of making or checking payments, including;
 - the most up to date 'payments' screen, which will automatically adapt in size, layout or character-size, when accessed on desktop PC, laptop, tablet or smartphone
 - the option for customers to 'login' and use 'saved' card details to make new payments and also view a history of payments made online.

Tender process

5. Norwich city council has a partnering and delegation agreement with LGSS to provide a fully managed ICT service. Under this agreement LGSS currently contract with Civica UK Limited under a framework for Norwich City Council, and this Crown Commercial Services framework allows for a direct award to Civica UK Limited for a new 'Pay as we go' five year fixed term contract.
6. A number of options were considered including an Enterprise Licence agreement, and alternative terms for the agreement. The option selected as identified above provides the best value for money.

Timescales

7. These discounted prices are currently valid awaiting the cabinet decision.

Integrated impact assessment



NORWICH
City Council

Report author to complete

Committee:	Cabinet
Committee date:	09 October 2019
Director / Head of service	Nikki Rotsos, director of strategy, communications and culture
Report subject:	The award of contract for an income receipting and management system
Date assessed:	25 September 2019

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Funding should be covered via existing ICT development budgets
Other departments and services e.g. office facilities, customer contact	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Customer Contact, Housing Income, Revenues will all benefit from customers having much improved online payments experience
ICT services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Design and modification of online forms will be easier with the new 'payments' screen.
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial inclusion	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Customer Contact, Housing Income, Revenues will all benefit from customers having much improved online payments experience
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Health and well being	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Options for customers and council staff managing customers will increase

	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Increasing online transactions and reducing in-person or telephone interactions volumes allowing more officer time for those in need of support
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments

	Impact			
Risk management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Recommendations from impact assessment				
Positive				
Enhanced customer experience, increased options for management of payments by both customers and council teams, real-time reporting,				
Negative				
Additional charges apply for establishing the new agreement, enabling additional functionality, and to switch from the old to new ‘payments’ screen				
Neutral				
None				
Issues				
None				