

## West Sussex County Council

### Proposed Executive Decision for **23 March 2022** call-in deadline 5 p.m. on **1 April 2022**

The following proposed decision has been endorsed by the Cabinet Member and will come into effect at the end of the call-in period unless the call-in procedure is activated.

<b>Decision Title &amp; Ref No:</b>	Procurement: Digital Customer Service Function SSED05 21-22
<b>Cabinet Member Responsible for Decision</b>	Cabinet Member for Support Services and Economic Development
<b>Electoral Divisions</b>	All Divisions
<b>Key Decision</b>	Yes
<b>Purpose</b>	In preparation of the expiry of the Support Services Outsource (SSO) contract in September 2022, the Council intends to reprocure a Customer Service function from 01 October 2022.
<b>Decision</b>	<p>The Cabinet Member for Support Services and Economic Development has approved:</p> <ol style="list-style-type: none"><li>1. Procurement of the Digital Customer Service Function and the digital technology and cloud software of the function as set out at paragraph 2.1 for a proposed contract term of three years with the option to extend by two periods of one year, the potential maximum term being five years with a contract value over that period of £10.2m; and</li><li>2. delegation to the Director of Communities the authority to award the contract. A further decision report will be published at that time.</li></ol>
<b>Interest and nature of interest declared</b>	None
<b>Service Contact</b>	Julie Rendle-Eames - Tel: 022 033 22234
<b>Democratic Services Contact</b>	Suzannah Hill Tel: 022 033 22551
<b>Background Papers</b>	See report for details