

## West Sussex County Council

### Proposed Executive Decision for **20 July 2022** call-in deadline **5 p.m. on 29 July 2022**

The following proposed key decision has been endorsed by an officer 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>	Award of Contract: Digital Customer Service Function OKD17 22-23
<b>Officer responsible for decision</b>	Assistant Director (Communities) (Emily King)
<b>Electoral Divisions</b>	All Divisions
<b>Key Decision</b>	Yes
<b>Purpose</b>	<p>In March 2022 the Cabinet Member for Support Services &amp; Economic Development approved a proposal via decision <a href="#">SSED05 21-22</a>, for procurement of a Digital Customer Service Function and the digital technology and cloud software of the function.</p> <p>Following a procurement activity that did not deliver the outcome required, the council will insource staff with effect from 01 October 2022 to coincide with expiry of the Support Services Outsource (SSO) and undertake a procurement process for technology/telephony support contract(s) to support the delivery of the service.</p>
<b>Decision</b>	<p>The Assistant Director (Communities) has endorsed the award of a contract to Charterhouse Voice &amp; Data Limited t/a Symity (Company number 02804354) for the implementation and running of a contact centre telephony platform. The contract is to commence from 01 August 2022 (with system go-live date of from 01 October 2022), with an option to extend the contract by 2 periods of up to 12 months each, making the total possible contract term 4 years with an estimated total value contract of £721,224.00.</p> <p><b>9 August 2022</b> - The Assistant Director (Communities) has increased the total contract value detailed in the published Key Decision report (OKD17 22-23) from £721,224 to £795,024. The increase in value is due to the requirement to purchase additional telephony licences to support operations.</p>
<b>Interest and nature of interest declared</b>	None
<b>Service contact</b>	Stewart Laird, Chief Information Officer and Head of IT - Tel: 033022 25310
<b>Democratic Services</b>	Suzannah Hill Tel. 033 022 22551

<b>contact</b>	
<b>Background papers</b>	See report for details