

DATA LABEL: OFFICIAL



COUNCIL EXECUTIVE

PROCUREMENT ARRANGEMENTS – DIRECT AWARD TO SVL SOLUTIONS LTD

REPORT BY HEAD OF CORPORATE SERVICES

A. PURPOSE OF REPORT

This report seeks Council Executive approval to directly award a contract for the continued provision of support and maintenance of the Customer Service Centres voice recording system, to SVL Solutions Ltd, for a period of 6 months with the option to extend on a monthly basis for a maximum period of 6 months.

B. RECOMMENDATION

It is recommended that the Council Executive approves the direct award of a contract for the continued provision of support and maintenance of the Customer Services Centres voice recording system, to SVL Solutions Ltd, for a period of 6 months with the option to extend on a monthly basis for a maximum period of 6 months. The total value of the contract over the initial 6 month period will not exceed £4,481, with the option to extend on a monthly basis at a cost of £749.00 per month for a maximum period of 6 months.

C. SUMMARY OF IMPLICATIONS

I	Council Values	Focusing on our customers' needs; being honest, open and accountable; making best use of our resources;
II	Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Direct awards will be made in accordance with Standing Orders of West Lothian Council, The Public Contracts (Scotland) Regulations 2015 and The Procurement (Scotland) Regulations 2016
III	Implications for Scheme of Delegations to Officers	None
IV	Impact on performance and performance indicators	None
V	Relevance to Single Outcome Agreement	None
VI	Resources – (Financial, Staffing and Property)	The contract extension shall run for a period of 6 months from 1 May 2020 at a cost not exceeding £4,481, with the option to extend on a monthly basis at a cost of £749 per month, for a maximum period of 6 months to 30 April

2020. These costs shall be met by Housing Customer & Building Service budget.

VII	Consideration at PDSP	None
VIII	Other consultations	The Corporate Procurement Manager and Corporate Finance Manager.

D. TERMS OF REPORT

D.1 Background

As West Lothian Council adopt a decisively customer-centred approach for doing business, we have to look to embrace numerous methods to provide customers with better service. These methods include customer service platforms that extend beyond traditional phone services to include e-mail, Web chat and other multimedia platforms. With these new technologies it is not only voice interactions that should be recorded, but also the agents' screen actions and mouse clicks during customer interactions.

The Customer Service Centre (CSC) records all inbound and outbound calls to both the contact centre and Careline control room. There are 4 main purposes for this – dealing with complaints from customers; evidence for Police on domestic abuse; threatening behaviours; quality performance, training and coaching of all agents within CSC, including Careline and both satellite offices.

The CSC is based around different areas of business; CSC Generic, Repairs, Revenues & Benefits and Careline, all with their own specialised tasks. In addition, the service also deals with the customer service generic emails.

Over the last twelve months, a staffing resource of 65 full time equivalent within the full service has received more than 345,000 calls in relation to council enquiries and a further 204,992 from the emergency response team, Careline.

The current system from SVL Solutions is running with no support and maintenance cover and with the escalated calls, in particular in domestic abuse, and a rise in customers threatening staff, the risk is felt to be higher than previously anticipated should this system fail.

D.2 Nice Engage Voice Recording Solution

The SVL Nice Engage Voice Recording System was implemented and rolled out across the Customer Service Centre in September 2014.

D.3 Support and Maintenance

The support and maintenance contract sets out service levels against which the service provider will address any failure and/or reduction in the performance of the Call Recording system. This ensures business continuity and that vital maintenance works are undertaken by the supplier.

D.4 Procurement Issues

The Procurement (Scotland) Regulations 2016 make provision for circumstances in which a contract can be awarded without competition under Clause 6 (1) (b) (ii). In this instance competition is absent for technical reasons as NICE call recording is a propriety system

of SVL Solutions Ltd and as such they are the only supplier able to provide licensing and support and maintenance services.

D.5 Budget Implications

The cost for the continued provision of support and maintenance of the voice recording system for a period of 6 months will not exceed £4,481, with the option to extend on a monthly basis at a cost of £749 per month, for a maximum period of 6 months. These costs shall be met by Housing Customer & Building Service budget.

E. CONCLUSION

It is recommended that the Council Executive approves the direct award for the continued provision of support and maintenance of the Customer Service Centres voice recording system for a period of 6 months at a cost not exceeding £4,481, with the option to extend on a monthly basis at a cost of £749 per month, for a maximum period of 6 months.

F. BACKGROUND REFERENCES

None.

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