

## Members' Library Service Request Form

Date of Document	21/03/12
Originator	Head Of Council Resources
Originator's Ref (if any)	
Document Title	Contract award – Automated Call Distribution Solution

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Para 10 Tenders
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Cabinet
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Additional information:

Authorised By	Angela Leitch
Designation	CHX
Date	11/05/12

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**REPORT TO:** Members' Library Service

**MEETING DATE:**

**BY:** Head of Council Resources

**SUBJECT:** Contract award – Automated Call Distribution Solution

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## **1 PURPOSE**

- 1.1 To record the award of a contract for the supply of a replacement automated call distribution solution for the call centre to Netcall Ltd.

## **2 RECOMMENDATIONS**

- 2.1 Members are requested to note the decision of the Chief Executive as appointed representative under delegation Appendix 2a (Tenders) of Standing Orders thereto and after consultation with the Executive Director (Support Services) and the Head of Council Resources to award a contract to Netcall, for a period of 5 years, with two optional extensions of one year.

## **3 BACKGROUND**

- 3.1 The Council implemented the current automated call solution in 2005. Since then there have been significant technological advances which would allow the Council to make efficiencies and provide an improved service therefore the decision was taken to tender for a replacement solution.
- 3.2 Some of the additional functionality includes:
- Integration to the Lagan CRM system enabling customer details to be displayed when matched, saving time on each call;
  - A virtual switchboard which will handle 75% of calls, reducing the number of calls to be handled and reducing waiting time for callers
  - Single solution for channels and switchboard meaning that an individual operator doesn't have to be allocated to the switchboard, resulting in savings

- Integrated voice recorder
- Allow flexible and home working
- Allows card details to be taken (PCI compliance)

3.3 The contract opportunity was advertised in [www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk) on 16 January with a return date of 13 February. Four tender submissions were received.

### COMPARISON OF TENDERS

3.4 Two tenders passed the pre qualification stage and were fully evaluated. The technical parts scored fairly similarly but the 7-year cost of the Netcall solution was significantly lower.

3.5 The criteria and weightings were as follows:

Requirement		Weighting
Quality	Future plans – ELC input	5
	System Functionality	35
	Implementation	5
	Maintenance & Support	5
	Technical Requirements	15
	References	5%
Financial		30%
Total		100%

3.6 One of the conditions was a partnership with Cisco. The contract has a provision for this.

## 4 POLICY IMPLICATIONS

4.1 There are no policy implications although deployment of this technical solution will enable the Council to better implement important aspects of our approved Customer Services Strategy.

## 5 RESOURCE IMPLICATIONS

5.1 Financial – staff savings of £37,000 per annum are estimated. There is a capital cost of £72,000 with an estimated payback period of just over 2 years. There will be additional revenue costs associated with running the system of £3,000 per annum, so over the 7-year period, overall savings of £166,000 are estimated.

5.2 Personnel – Staff savings will be made in Customer Services once the system has been fully implemented and all the functionality is being fully utilised. This will be done by not filling vacancies or transferring staff into Customer Services when the handling of service area telephone calls is transferred into the Contact Centre.

## 6 BACKGROUND PAPERS

6.1 Various contract specification, tendering and evaluation papers.

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