

**Bracknell Forest Council
Record of Decision**

Work Programme Reference	I100232
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1. **TITLE:** Contact Centre System Upgrade Strategic Procurement Plan

2. **SERVICE AREA:** Delivery

3. **PURPOSE OF DECISION**

Procure a cloud based contact centre system and extend its use to the emergency duty service (EDS)

4. **IS KEY DECISION** Yes

5. **DECISION MADE BY:** Executive Director: Delivery, Executive Member for Culture, Delivery and Public Protection

6. **DECISION:**

- i. That the Council completes a further competition under the Crown Commercial Service Framework: RM3808 "Network Services 2 (Lot no. 4) for Inbound Telephony Services".
- ii. That the estimated total expenditure by the Council for a five-year contract is £450,000, as detailed in Appendix A

7. **REASON FOR DECISION**

- i. The Council has been using an "on-premises" Contact Centre system that is currently deployed in the following service areas:
 - Customer Services
 - ICT Service Desk
 - Adults Social Care
 - Children's Social Care
 - Housing and Benefits
 - MASH
 - Schools Admissions
- ii. The current system is well regarded but the operation of the system cannot continue in an on-premise environment, beyond October 2021. Moving to the Cloud provides an opportunity to extend Contact Centre facilities to the Emergency Duty Service and to deploy additional functions and features, to improve call management.

8. **ALTERNATIVE OPTIONS CONSIDERED**

A number of different options were considered and set out within the report.

9. **DOCUMENT CONSIDERED:** Report of the Executive Director: Delivery

10. **DECLARED CONFLICTS OF INTEREST:** None

Date Decision Made	Final Day of Call-in Period
12 July 2021	20 July 2021