

**Bracknell Forest Council
Record of Decision**

Work Programme Reference	I102383
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1. **TITLE:** Cloud- Hosted (Multi-Channel) Contact Centre System - Contract Award

2. **SERVICE AREA:** Delivery

3. **PURPOSE OF DECISION**

To seek approval to award the contract for the provision of a Cloud-hosted, multi- channel contact centre system.

4 **IS KEY DECISION** Yes

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

6. **DECISION:**

That the contract for the Cloud-hosted Contact Centre System is awarded to Tenderer A.

7. **REASON FOR DECISION**

Having conducted a mini competition under Lot 4 of the Crown Commercial Services RM3808 Network Services 2 Framework, Tenderer A was the only provider to meet the Council's specification. In doing so, Tenderer A, scored highly on the quality score.

8. **ALTERNATIVE OPTIONS CONSIDERED**

The migration of all the Council's software applications to secure servers in the Cloud is a major objective of the Digital and ICT Strategy 2020-24. This programme of work will ensure that the Council is only using secure and flexible cloud-based systems and moving away from an on-premise "data centre", going forward.

A related initiative, to upgrade the accommodation and ICT systems for the Emergency Duty Service provides an additional driver to introduce a multi-channel, contact centre system to support the (24 x 7 x 365) operational provision of this crucial service. Contact centre software is already deployed at the Council and it works well. No other technology options were considered appropriate.

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

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

Date Decision Made	Final Day of Call-in Period
20 September 2021	27 September 2021