

REPORT TO: POLICY AND RESOURCES COMMITTEE - 24 APRIL 2023

REPORT ON: NIPPON ELECTRONIC COMPANY (NEC) SOFTWARE SOLUTIONS – REVENUE CITIZEN ACCESS

REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES

REPORT NO: 114-2023

1.0 PURPOSE OF REPORT

1.1 The purpose of this report is to seek Committee approval to proceed with the purchase and running costs of a five-year contract with NEC Software Solutions for the Citizen Access Revenues module.

2.0 RECOMMENDATIONS

The committee is asked to approve: -

- The purchase of Citizen Access Revenues module. Procured compliantly utilising the Crown Commercial Services Framework RM3821 exercising our option to Direct Award to our chosen supplier.

3.0 FINANCIAL IMPLICATIONS

3.1 The five-year revenue cost is £92,450. Year 1 cost of £26,690 which includes set up and integration of £10,250 and £16,440 with ongoing costs for years 2 - 5 is £16,440 paid annually.

3.2 Year 1 funded through an approved Change Fund Bid agreed by the Council's Transformation Board, with years 2 – 5 funded via staff savings realised.

4.0 BACKGROUND

4.1 NEC Software Solutions is a long-term provider of the Council's Revenues & Benefits System. The purchase of NEC's Citizen Access Revenues module will allow automation and realise savings within the Benefit Delivery Team as part of the Council's Digitisation of Services project.

4.2 This online customer facing solution fully integrates with the NEC Software Solution Revenues back office. It allows customers to self-serve by reporting changes in their circumstances, completing online Council Tax forms, the information is automatically integrated into the back-office system with minimal input from staff. The module also allows for simple and quick access for customers to view their accounts, opt in to receive Council Tax bills online and sign up for direct debits.

4.3 As this system is fully integrated it is expected to bring efficiencies by reducing resources required within the Benefit Delivery Team, improve speed of processing, reduce error and customer queries into the Customer Services Team, which will allow staff time to be fully utilised to those customers most in need.

4.4 The purchase of the Citizens Access Revenues module will be procured compliantly utilising the Crown Commercial Services Framework RM3821 exercising our option to Direct Award to our chosen supplier. We have exercised our right to Direct Award to this supplier in alignment with our existing contract with NEC Revenues and Benefits awarded in January 2023, commenced in April 2023. This additional package is an enhancement of this contract which ensures business continuity of these 2 packages ability to interact with each other.

5.0 POLICY IMPLICATIONS

5.1 This report has been subject to the Pre-IIA Screening Tool and does not make any recommendations for change to strategy, policy, procedures, services or funding and so has not been subject to an Integrated Impact Assessment. An appropriate senior manager has reviewed and agreed with this assessment.

6.0 CONSULTATIONS

6.1 The Council Leadership Team were consulted in the preparation of this report.

7.0 BACKGROUND PAPERS

7.1 None

ROBERT EMMOTT
EXECUTIVE DIRECTOR OF CORPORATE SERVICES

Date: 4 April 2023