

REPORT TO: Dundee Contract Services Committee - Monday 8th March, 2004
REPORT ON: Repairs Contact Centre – Telecommunication and Computer Hardware
REPORT BY: Director of Dundee Contract Services
REPORT NO: 163-2004

1. PURPOSE OF REPORT

- 1.1 Reference is made to Article 1 of the Minute of meeting of the DSO Committee of 17th November, 2003, where it was agreed that a Repairs Contact Centre be established.

This Report seeks Committee approval to purchase appropriate telecommunication and computer hardware for use at the Repairs Contact Centre at Dundee Contract Services, 353 Clepington Road.

2. RECOMMENDATIONS

- 2.1 It is recommended that the Director of Dundee Contract Services be authorised to purchase appropriate telecommunication and computer hardware for the Repairs Contact Centre up to a maximum price of £66,000.

3. FINANCIAL IMPLICATIONS

- 3.1 The capital costs of £66,000 will be met from General Fund balances.

4. LOCAL AGENDA 21 IMPLICATIONS

- 4.1 Life cycle management of such hardware, including waste disposal and recycling, will be overseen by the Council's I.T. Department.

5. EQUAL OPPORTUNITIES IMPLICATIONS

- 5.1 None.

6. BACKGROUND

- 6.1 Report No. 714-2003 Establishing a Repairs Contact Centre was approved at the DSO Committee on 17th November, 2003 which authorised the Director of Dundee Contract Services to carry out any necessary building alterations to accommodate a Repairs Contact Centre, including the installation of telecommunication and computer hardware.
- 6.2 The indicative costs of £115,000 presented in that Report excluded the cost of installation of telecommunications and computer hardware, which were not known at that time.

The equipment will be purchased in accordance with the GCAT Procurement Scheme as approved by the Policy and Resources Committee of 16th December, 2002.

6.3 The Council had a balance of £237,000 in its DLO Reserve as at 31st March, 2003. This Reserve had been built up over a number of years from the surpluses generated by the DLO that had not been returned to the General Fund. The Local Government in Scotland Act 2003 repealed the compulsory competitive tendering legislation and it is no longer legally possible to maintain a DLO Reserve. Accordingly, the balance on the DLO Reserve was transferred to the Council's General Fund as at 1st April, 2003. Effectively, the Contact Centre is being funded from previous surpluses generated by the DLO.

7. CONSULTATION

7.1 The Chief Executive, Depute Chief Executive (Finance) and Depute Chief Executive (Support Services) were consulted in the preparation of this report.

8. BACKGROUND DOCUMENTS

8.1 No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 were relied on to any material extent in preparing the above report.

R P JACKSON
DIRECTOR OF DUNDEE CONTRACT SERVICES

Date: 16th February, 2004