

**REPORT TO: POLICY AND RESOURCES COMMITTEE – 26 SEPTEMBER 2022**

**REPORT ON: NIPPON ELECTRIC COMPANY SOFTWARE SOLUTIONS – REVENUES AND BENEFITS**

**REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES**

**REPORT NO: 256-2022**

**1.0 PURPOSE OF REPORT**

1.1 The purpose of this report is to seek Committee approval to proceed with a five-year contract with Nippon Electric Company (NEC) Software Solutions, which is the current System used for Benefits, Council Tax and Non-Domestic Rates.

**2.0 RECOMMENDATIONS**

The committee is asked to approve -

- The contract proposal from NEC Software Solutions Revenues and Benefits from April 2023 which will be for a period of five years. 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 of the support and maintenance is £819,250, paid annually at a cost of £163,850 and will be funded from the service area's Revenue budget.

3.2 The annual cost of the current contract is £149,978

**4.0 BACKGROUND**

4.1 NEC Software Solutions is a long-term provider of the Revenues and Benefit System within Dundee City Council. Providing support and maintenance for Housing Benefit, Council Tax, Council Tax Reduction, Discretionary Housing Payments, Educational Benefits, Non-Domestic Rates, the Landlord's Citizen Access and Remote Database Administration.

4.2 The contract provides an essential service that ensures a high level of reliability and performance is sustained.

4.3 The current contract expires on 31 March 2023 and NEC Software Solutions has been the preferred software supplier for 22 years. The system currently interfaces with various other systems in use within the Council, including Civica Revenues and Benefits Document Imaging and Workflow system, Civica CX Housing system, Capita Cash receipting system, Granicus (Firmstep) and our Debt Recovery System. A move to any other Revenues and Benefits system is not recommended given the NEC Software Solutions system has proved to be robust and reliable, has enhanced and expanded functionality to delivering innovative, digital solutions for customers, in addition the move to another system would result in significant cost and resource to the Council.

4.4 For the purposes of procurement the Council will utilise Crown Commercial Services Framework RM3821, exercising our option to Direct Award to our chosen supplier.

## **5.0 POLICY IMPLICATIONS**

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**

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

## **7.0 BACKGROUND PAPERS**

None

**ROBERT EMMOTT**  
**EXECUTIVE DIRECTOR OF CORPORATE SERVICES**

**Date: 15 SEPTEMBER 2022**