

Bolsover District Council

Meeting of the Executive on 2nd December 2024

CivicaPay Bos Contract Renewal

Report of the Portfolio Holder for Resources

Classification	This report is public.
Contact Officer	Theresa Fletcher Director of Finance and Section 151 Officer

PURPOSE/SUMMARY OF REPORT

To endorse the decision of the Chief Executive Officer to renew the CivicaPay Bos contract for a period of three years.

REPORT DETAILS

1. Background

- 1.1 The Council uses CivicaPay to process any payment at a contact centre, over the phone, via the automated telephone line or online. The Council receives around £12million per annum via these methods.
- 1.2 The Council's current contract is due to expire on the 21st of November 2024; we were offered the opportunity of a new, three-year contract at a discount of £5k per year.
- 1.3 The software we currently have is set up for the Council and works well, if we swapped suppliers this would all need setting up from scratch. This would need significant and comprehensive support from ICT and need project managing by finance as the system is not owned by any one department. We do not currently have the capacity to undertake this work.
- 1.4 Testing and implementing a new system this late in the contract term would almost certainly result in downtime for the systems, meaning customers and residents would be left unable to pay for their bills online or via the contact centres. The time it would take to go out to tender would result in the Council losing their discount for the proposed contract renewal.
- 1.5 If the Council were to carry out a formal tender exercise, purchasing CivicaPay Bos would be at a higher cost.
- 1.6 In order to benefit from the lower price a decision needed to be made prior to today's Executive. The Chief Executive therefore used her delegated power, i.e. "If there is an urgent need for a commercial decision, following consultation with the Leader and/or Deputy Leader and the relevant Portfolio Holder, to make the

decision and endorsement will be sought from the Executive or Council as appropriate” and approved the contract by signing a delegated decision on the 8th of November 2024.

- 1.7 The cost of the contract over three years is a total of £319,745. The Joint ICT Service already holds the budget for this through the existing contract; there will be no increase in the annual costs to the Council.
- 1.8 A full review of the contract and a possible tender exercise is required in the near future to ensure the Council is receiving value for money; however, the scale and impact of potentially moving to a different solution and the resource required to both research and implement alternative solutions, is significant.

2 Reasons for Recommendation

- 2.1 Signing the new CivicaPay Bos contract will save the Council money and will also allow us to correctly plan and implement a new solution before the end of the proposed three-year contract. The Council will be able to continue to provide a good service for customers who wish to make payments to us.

3 Alternative Options and Reasons for Rejection

- 3.1 There are no alternatives. The report is seeking an endorsement to a decision that has already been made.

RECOMMENDATION(S)

That Executive endorses the decision of the Chief Executive Officer, to award a three-year CivicaPay Bos contract, funded from the existing Joint ICT Service budget, totalling £319,745 over the 3 years.

Approved by Councillor Clive Moesby, Portfolio Holder for Resources

IMPLICATIONS.

Finance and Risk: Yes No

Details:

The cost of £319,745 over the next 3 years, for renewing the contract, can be met from within existing ICT budgets.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes No

Details:

There are no legal or data protection issues arising directly from this report.

On behalf of the Solicitor to the Council

Environment:

Details:

Not applicable to this report.

Staffing: Yes No

Details:

There are no human resource issues arising directly out of this report.

On behalf of the Head of Paid Service

DECISION INFORMATION

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards, or which results in income or expenditure to the Council above the following thresholds: Revenue - £75,000 <input checked="" type="checkbox"/> Capital - £150,000 <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies.</i>	No
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	No

District Wards Significantly Affected	All
Consultation: Leader / Deputy Leader <input checked="" type="checkbox"/> Executive <input type="checkbox"/> SLT <input checked="" type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Details:

Links to Council Ambition: Customers, Economy, and Environment.

DOCUMENT INFORMATION

Appendix No	Title

Background Papers

(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).

None