

	Decision of Cabinet Member for Housing and Welfare Reform
	Report from the Interim Director Customer & Digital Services
Authority to vary and extend the call-off contract for the provision of a single sign on customer portal with Agilisys Limited	

Wards Affected:	All
Key or Non-Key Decision:	Non-key
No. of Appendices:	None
Background Papers:	None
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1.0 Purpose of the Report

- 1.1 This report seeks approval to vary an existing agreement for the provision and support of a customer portal to permit continued provision beyond the scheduled expiry date. The customer portal is accessed mainly by Council Tax and Housing Benefits customers to view their account, claim details and report changes online. It also provides access to Council tenant rent accounts and a range of services provided by Veolia (waste and recycling).
- 1.2 This request is made in accordance with paragraph 13 of Part 3 of the Constitution.

2.0 Recommendation(s)

In accordance with paragraph 13 of Part 3 of the Constitution, that the Cabinet Member for Housing and Welfare Reform having consulted with the Leader agrees:

2.1 an extension to the current call-off contract with Agilisys Limited for a period of up to two years from 21st July 2019 at:

- an increase of £10,000 to the current annual maintenance price of £60,000 for the 2019/20 period; and
- an increase of £15,000 to the current annual maintenance price of £60,000 for the 2020/21 period

to permit the provision of single sign on status for additional Council services pending implementation of the new access portal.

3.0 Detail

3.1 Brent entered into a contract with Agilisys Limited with effect from January 2015 for the purpose of providing and supporting a customer portal. The portal known as “MyAccount” provides access for customers to a range of Council services including Council tenant rents, Council Tax and Housing Benefit claim information and permits online applications to be made and the reporting of changes and issues.

3.2 The customer portal was procured under a framework agreement set up by Wandsworth Borough Council and the Council entered into a Call-off contract with Agilisys Limited for a four-year term that expires in July 2019.

3.3 There is a continued service need to maintain customer access to the portal beyond the expiry date of the existing call off contract until the replacement corporate customer portal currently being implemented is in place.

3.4 Corporate decisions have been made to replace the Agilisys solution and this replacement programme is in progress but is not anticipated to be implemented in advance of July 2019. Approval is therefore sought to extend the current agreement by up to a further two years to permit continued access to My Account to enable continuity of access to residents. Additionally, to permit customers to access multi service information via a single sign on, it is proposed that the existing agreement be varied to provide for an increase in the current £60,000 annual maintenance cost of £10,000 for 2019/20 and £15,000 for 2020/21.

3.5 Access to the customer portal is a fundamental requirement of the Digital Strategy which sets out Brent’s plans to become a Digital Borough with on line access replacing traditional access channels such as face to face, telephony, email and mail.

Benefits

3.6 The variation will enable residents to:

- 3.6.1 access a range of on line services and account information without the need to undertake a multiple sign on stage for each service they wish to access; and
 - 3.6.2 continue accessing the portal whilst the replacement CRM system (“Microsoft Dynamics”) is built.
- 3.7 It will additionally facilitate the provision of single sign on to live CRM services pending implementation of the replacement access portal.

Non-key decision

- 3.8 It is considered that the recommendations within this report do not constitute a key decision because:
- a. They will not result in the Council incurring expenditure which is significant having regard to the Council's budget for the service or function to which the decision relates as the total value of the variation is £145,000;
 - b. They are not significant in terms of their effect on communities living or working in an area comprising two or more wards or electoral divisions in the area of the local authority.
- 3.9 In accordance with paragraph 13 of Part 3 of the Constitution, the Cabinet Member has consulted the Leader in connection with the Recommendations shown in paragraph 2.1, above.
- 3.10 The individual Cabinet Member is asked to give approval to these proposals as set out in the Recommendation and in accordance with the Constitution.

4.0 Financial Implications

- 4.1 The recommendations within this report involve an increased annual payment of £10,000 for 2019/20 and £15,000 for 2020/21 to the existing annual maintenance cost of £60,000 per annum for the portal.
- 4.2 The cost of this service variation will be met as follows:

Brent Customer Services will meet the cost of the annual maintenance of £60K and Digital Transformation will meet the cost of the increased support and maintenance (i.e. £10K year 1 and £15K year 2).

5.0 Legal Implications

- 5.1 This report is seeking an extension to the Call-off contract with Agilisys Limited for a period of up to two years, for the provision of a single sign on customer portal on the basis of a revised price and revision of the specified services and reduction in service delivery capacity. The Call-off contract does not specifically provide for its extension. However, the original OJEU Contract Notice issued when the framework agreement was set up by Wandsworth

Borough Council expressly mentioned that call-off contracts could be for a period of six years with the option to extend for up to a further two years. Hence, parties to the framework agreement were aware of the potential extension.

- 5.2 From September 2018 changes to the Constitution were implemented to allow individual Cabinet members, in consultation with the Leader to make certain decisions within their portfolio area, one of which was to agree the extension and variation of contracts where the decision is excluded from certain officer delegated powers. Officers only have delegated power to extend by up to one year contracts that have a life of more than one year where the proposed extension goes beyond the period of extension provided for in the contract (if any). The intention here is to extend the Agilysis contract by two years and Officers therefore do not have delegated powers to agree this period. In view of the provisions set out in set out in paragraph 13 of Part 3 of the Constitution, the Lead Member does have discretion to agree the change.
- 5.3 The proposed extension does not seem to breach the Public Contracts Regulations 2015 (the Regulation) because the additional services by Agilysis (the original contractor) have become necessary and a change of contractor cannot be made for the technical reasons described in section 3 of this report. A change of contractor would also cause significant inconvenience or substantial duplication of costs for the Council. The total value is £145k for the whole duration of the extension as mentioned in paragraph 4.1, above, which is less than 50% of the original contract value of £490K (calculated over the life of the contract). Therefore, the proposed modification falls within the allowed modifications of contracts set out in Regulation 72(1)(b).

6.0 Equality Implications

- 6.1 The proposals in this report have been subject to screening and officers believe that there are no equality implications.

7.0 Consultation with Ward Members and Stakeholders

- 7.1 As this report affects all wards, consultation with specific ward members has not been conducted. As overall service delivery is unaffected by the recommendations within this report, consultation with Brent stakeholders has not been conducted.

8.0 Human Resources/Property Implications (if appropriate)

- 8.1 There are no Human Resources / Property Implications arising from the recommendations set out within this report for the purpose of this report.

9.0 Public Services (Social Value) Act 2012

- 9.1 The Council is under a duty pursuant to the Public Services (Social Value) Act 2012 (“the Social Value Act”) to consider how services being procured might

improve the economic, social and environmental well-being of its area; how, in conducting the procurement process the Council might act with a view to securing that improvement; and whether the Council should undertake consultation. However, for the reasons detailed in this report, the intention is to extend an existing contract and there is therefore no real opportunity to secure additional Social Value.

Report sign off:

PETER GADSDON

Interim Strategic Director Customer and Digital Services