

## TEST VALLEY BOROUGH COUNCIL

### HEAD OF SERVICE'S DECISION

Committee: Executive  
Chairman: Councillor Ian Carr  
Head of Service: Carol Moore/Chris Sellen.....

#### **Purchase of Gandlake Citizen Account (software and services)**

#### **REASON FOR URGENCY**

(After consultation with the Chief Executive)

As part of the Council's Modernisation programme and the delivery of e-Government priority outcomes the Council has some "required outcomes" that need to be met by 31<sup>st</sup> Dec 2005.

The Revenues service in conjunction with IT have spent some months researching the availability and suitability of potential suppliers and their systems in respect of priority outcome R11 in particular. In establishing a supplier with a track record of proven integration with our existing back office systems it has become apparent that the Revenues service already works with a supplier which has delivered a solution to meet required outcomes R11(in full) and R27(in part) as part of the National Projects programme. Furthermore it has become clear that this solution is at present the only viable option in the marketplace. The supplier concerned is Gandlake.

R11 – Customers being able to access their Council Tax and Business Rate billing and payment details on line.

R27 – Access to Council Tax/Business Rates/ Housing Benefits information to the Customer Service Unit to enable them to resolve enquiries regarding these services.

In order to ensure these facilities are available by 31<sup>st</sup> December the Council needs to engage with the supplier and commence the project by 1<sup>st</sup> September 2005.

#### **DECISION**

(After consultation with the Chairman (or in his absence the Vice-Chairman), who has not requested that the matter be referred to a special meeting of the Committee).

Given the urgency to commence the project, the outcome of researching the market and the costs of £15,000 for the initial implementation, with an ongoing revenues cost of £21,180 per annum being within existing budget allocations, the Head of Revenues and the Head of IT have decided to proceed with the proposal put forward by Gandlake without going through formal tendering process as laid down in contract standing orders.

Chief Executive's/  
Director's Signature: ..... *[Signature]* ..... Date: 30.8.05

Chairman's/Vice-Chairman's  
Signature: ..... *[Signature]* ..... Date: 26/8/05

Chairman's/Vice-Chairman's  
(Overview & Scrutiny Committee)  
Signature: ..... *[Signature]* ..... Date: 30 Aug 05

Head of Service's  
Signature: ..... *[Signature]* ..... Date: 30/8/05

Reported to Committee on ..... 12-10, 05 ..... Date: 12-10-05

**DISTRIBUTION**

- 1. Chief Executive
- 2. Corporate Director (BS)
- 3. Corporate Director (CC)
- 4. Head of Legal Services
- 5. Head of Administration (original for report to Committee)

**BACKGROUND PAPER:** .....