

TEST VALLEY BOROUGH COUNCIL

HEAD OF SERVICE'S DECISION

Committee: Cabinet.
Chairman: Cllr I Carr
Head of Service: Gill Cranswick

SUBJECT

Procurement of Site Licence and Integration Package to enable Customer Relationship Management System, Front Office, integration with Revenue and Benefit Service System.

REASON FOR URGENCY

(After consultation with the Chief Executive)

During the procurement of the Customer Relationship Management (CRM) system, Front Office, Northgate discussed the viability of integration between Front Office and the Northgate Revenue and Benefits iWorld solution. Following the contract award for the CRM System, Northgate has offered the iWorld integration solution and a site licence package for a discounted price. The discounted price for this package is £45,000 plus £7,950 per annum support charge.

The Northgate integration solution will provide a comprehensive integration capability between Front Office and the Revenues and Benefits back office application. It will allow real time information to be extracted from the Revenues and Benefits application and allow customer transactions to be processed more efficiently. It will also allow automatic information transfer to the iWorld system for routine processes. This will provide a fully integrated Front Office and iWorld solution for the Council.

The original tender submission provided for 35 user licences. During further demonstrations of the Northgate product the potential to maximise the use of the product by extending access to back office service providers was identified. A site licence will allow the Council to enhance the rollout of the CRM solution and provide a solution that is scaleable for future years.

The Project is unable to demonstrate value for money as no competitive quotes / tenders will be obtained. There is, however, no other company that is able to provide the solution as the relevant software has been / will be supplied by Northgate.

Head of Finance has now identified funds within contingencies and confirmed that this funding will be made available for the procurement of the offer package for the first year cost (£52,950).


Head of Revenues has confirmed that the on going support annual charge of £7,950, will met from existing budgets, after the first year.


Urgent permission is requested to waive the Contract Standing Order Process and to fund the Northgate Offer Package (£52,950) from contingencies.

The Northgate Offer Package is only valid until the end of April 2009 and purchase orders must be received one week before end of April to ensure process timescale.

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).

Chief Executive's/
Director's Signature:  Date: 23.4.09.

Chairman's/~~Vice-Chairman's~~
Signature:  Date: 23/04/09

Chairman's/Vice-Chairman's
(Overview & Scrutiny Committee)
Signature:  Date: 23-4-09

Head of Service's
Signature:  Date: 23/4/09

Reported to Committee on 12TH MAY Date: 09.....

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: