

Appendix 4 - 4.1.3 Forms (Technical Exemption)

Function	Cluster	Description of Contract	Estimated Start date of Contract or Extension	Estimated End date of Contract	Total Estimated Contract Value £	Reason for seeking approval under 4.1.3 Technical Exemption:
Customer	Digital & Technology	Anywhere 365 Contact Centre Software- The council has committed to a redesign of its current analogue telephony and a design project has been initiated to ensure that the full range of council services can be maintained as the public exchanges move from analogue services to digital services. A key decision point in this work is the identification of a suitable contact centre to support front line services and ensure continuity of the regional communications centre (RCC).	01/08/2022	31/07/2025	£296,876.19	<p>1. ACC specified that all configuration and client data should be stored in our existing 365 tenancy, ensuring security and availability for re-use without reliance on 3rd parties. A365 is the only Teams compliant contact centre that allows for all configuration and client data to be stored in the customer's tenant and not hosted in a third party environment. This satisfies the council's strategic policy on data governance and security. To cover GDPR and data sovereignty requirements the data is stored in the Council's SharePoint online (SPOL) and SQL-as-a-service environment.</p> <p>2. Due to the diversity of the ACC office sites (including hospitals, education sites, council sites etc.) the likely requirement for onward tailoring/ customization of the platform is high. A365 allows for almost full customisation.</p> <p>3. The Council has made a strategic commitment to leverage Dynamics 365 for customer services and casework systems – A365 and its native integration with D365 enables transactional data to be written between A365 and Dynamics. This is a unique selling point of A365 and a strong justification for the council as an integrated technology vs purchasing standalone product.</p> <p>4. A365 is the only Teams Compliant Contact Centre with 'Dialogue Studio' which allows for seamless integration with 3rd party software – it is a unique data driven product that utilises AI to analyse multiple sources of data and to engage with multiple end-points including CRM, 3rd party solutions, Chat Bots, web-content. As the council looks to mature in its means of engaging with customers/ members of the public, a more nuanced communication estate will be required.</p>
Customer	Customer Experience	Capita One Revenues and Benefits System Support and Maintenance	01/04/2023	31/03/2026	£543,200	<p>The council has a statutory duty to administer Council Tax, Housing Benefit and Council Tax Reduction.</p> <p>The Capita System supports the council's administration of Council Tax and Benefits. Council Tax is critical to the finances of the council by providing income of circa £115m per annum. The Council's requirements for Council Tax and Benefits software are met by the functionality of the current product.</p> <p>In addition, an On-Line Portal has been added to ensure the system delivers in an ever-changing digital environment. Further to the On-Line Portal, additional modules (E-Citizen) are to be purchased to provide more online functionality.</p> <p>Remote Support (Database Admin Services) of the system has been in place since November 2001 in agreement with Digital and Technology. Remote Support provides a level of Operating System support, a full database administration service and enhanced application</p>

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Customer	Digital and Technology	Phase 4 Robotic Process Automation	06/06/2022	05/06/2023	£550,000	<p>The council has contracted with Agilisys via the G Cloud framework to deliver robotic process automation as part of the Transformation Programme. Calculated savings to date are 1,506 days across a range of council services and clusters. In September 2021 Agilisys conducted a series of workshops to identify the next set of opportunities and the full list was considered by ECMT during budget prep and is in the process of being reviewed. Expected cost savings from phase 4 are £1.5m.</p> <p>The knowledge gained of ACC business and process by Agilisys through the first 3 phases of engagement is essential in enabling prompt return on investment to meet the budget target for 2022/23.</p>
Customer	Digital and Technology	Microsoft Unified Support	Jul-22	Jun-23	£339,441	<p>Microsoft Unified Support Contract for one year at a cost of £339,441. The council has made strategic investments in Microsoft core technologies to enable development of a digital business platform to support transformation of council services. The support of this platform is a fundamental element in ensuring it continues to deliver value.</p>