

OFFICER DECISION RECORD (ODR2)

This form records an officer decision and is published in accordance with the Openness of Local Government Bodies Regulations 2014

Date of Decision	12/11/2025
Decision Taker (including Job Title)	Karen Grave Director of People and Customer Experience
Specific Delegation	<i>This record relates to an officer decision taken under</i> <i>The Constitution dated July 2025 which delegates at Chapter 2 part 5 paragraph 55 authority to the Executive Director of Resources take any decisions in relation to people and Customer Experience in accordance with the Constitution.</i> <i>The scheme of delegation dated July 2025 authorised the Executive Director of Resources and S151 officer to delegate authority to Director of People and Customer Experience to make any decisions in relation to the area of responsibility for Customer Experience.</i> <i>Following the Finance subcommittee held on 9 January 2025 at item 42, the Committee approved the 9 pipeline projects listed in Appendix1 column G as business as usual. This project was listed within the pipeline projects.</i> <i>In addition, under the Financial Procedure Rules at Chapter 3-part 4 paragraph 5.27 all requisitions must be made within the approved budget and limits set out in the table, in addition in compliance with paragraph 5.28 where a contract is above £10,000 it needs to comply with the contract procedure rules. that approval is needed from the Chief Finance Officer for lease arrangements. Under chapter 3-part 5 paragraph 2.19 only officer authorised under the relevant scheme of delegation</i>

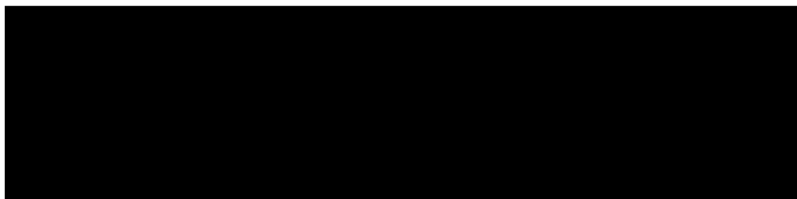
	<i>can commit the Council to any contractual obligations.</i> <i>Under the terms of the financial scheme of delegation dated 25 February 2025, the Head of Customer Services is authorised to sign contracts up to the value of £2.5m.</i>
Brief Description of Decision	To make a direct award for 'Contact Centre as a Service Solution and Mobile App' contract to [REDACTED] (this is to supersede a current contract with a different supplier (which has reached its end of term and is currently extended on terms to ensure continuity of service).
Reasons for the Decision and alternatives considered	This decision is made based on the following matters: Supplier Company: [REDACTED] Credentials - [REDACTED] is the first of NICE partners in the UK to achieve Platinum accreditation - [REDACTED] has the most accredited CXOne engineers in the UK and can provide internal engineering for all the CXOne essential functionality. - [REDACTED] demonstrably has vast experience and knowledge of providing CX solutions to Local & Central Government delivered from the most secure private cloud in the UK which is monitored and protected by their own 24x7 Secure Operations Centre (Surrey County Council, East Sussex County Council, Brighton & Hove City Council, Manchester University, Isle of Anglesey Council, Newcastle City Council, 32 x divisions of Central Government including 10 Downing Street). - [REDACTED] won European Contact Centre of the year (2024), CXOne solution for Alzheimer's Society. - [REDACTED] offers a unique CX Consultancy service that delivers outcome-based solutions ensuring customers make the most out of the technology they have invested in and how to improve customer & employee satisfaction with a lower cost model.

	Technology - Can deliver CXOne solution via its own Private Cloud (Agile) allowing customers to take advantage of their Resilient Gamma SIP solution with attractive Call Bundle. - Agile Cloud is one of the few private clouds in the UK that has direct connectivity to CXOne and Microsoft Teams, allowing for tight integration between front and back office with no call costs. - [REDACTED] has a portfolio of solutions that its customers can build on to develop a strategic roadmap for transformation, including Contact Centre, CX Consultancy services, Unified Communications, Secure Network Infrastructure, Cyber Security with Security Operations Centre, Network Carrier based solutions, and all supported via their 24x7 Managed Service. Solution - Workshop to engineer the correct CXOne solution going forward ensuring the plan/strategy not only fixes any issues today but also within the Council's strategic roadmap. - Workshop also to include how many CXOne licenses are required to be renewed as cost savings can be made here. - Novate existing CXOne contract to [REDACTED] - Contract to include a number of optional CX Consultancy days to assist the Council to make use of existing technology and improve customer and employee satisfaction whilst reducing cost from current. - CX Consultancy Services will help the Council, build a strategic roadmap for transformation. The direct award is proposed as [REDACTED] appears to be well placed to supply all the elements above, which constitute the Council's requirements. In addition, CEC Procurement officers have advised that it is justified as a direct award on the terms of the CCS Framework Agreement RM6116 for the provision of Network Services. Alternatives
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	The alternative considered was to go to the market, but it was considered that an award to [REDACTED] was in the Council's best interests having regard to a seamless continuity of service during the end of life of the current contract with the existing supplier and the reduction of cost achieved.
Member consultation and interests declared	No member consultation was undertaken as this is a replacement for an existing contract rather than a new contract. No interest have been declared.
Significant Decision	No
Legal Implications	This procurement has been regularly achieved on standard terms pursuant to a CCS framework agreement under which a direct award is permitted. That being so there are no exceptional features which adversely impact the Council's best interests. Phillip Rudall: Senior Commercial Solicitor Contracts and Procurement, Legal Division. 10th November 2025. The decision maker has the necessary authority to take this decision, based upon the delegations provided under the Constitution and the associated schemes of delegation. This would normally be classed as a significant decision as the contractual amount is over £1m, however, the matter has been considered by the finance subcommittee who determined that this was to be treated as business as usual . Mandy Withington Principal Lawyer (Corporate Property and Projects) 10.11.2025
Financial Implications	This ODR is to make a direct award for 'Contact Centre as a Service Solution and Mobile App' contract to [REDACTED]. The total value of this contract is £[REDACTED], including managed services and cloud services PLUS telephony (all over a five year period) and one-off onboarding costs. Funding

	Digital Services hold a budget of [REDACTED] for this contract which replaces the previous contract C0961 in full. This is held on cost centre [REDACTED] The one off onboarding fees of [REDACTED] in 2025/26 will be met by the Contact Centre budget (cost centre [REDACTED]). This will be paid over as milestones are achieved (with two milestones in total). The budgets have been confirmed as available with the Resources Service Finance team. The telephony costs ([REDACTED] per annum - part of the [REDACTED] are based on estimated call consumption at this time and are subject to change depending on usage. There is a risk that this amount could be exceeded if call volumes increase above projections. Therefore, contract expenditure should be monitored closely with robust governance in place to take action should the cost of telephony exceed the available budget. Alison Pease Lead Finance Business Partner 12th November 2025.
Confidential/Exempt Information	N/A
Background Papers	N/A

Signed



Dated 12th November 2025