

London Borough of Hammersmith and Fulham Record of Cabinet Member Decision

The call-in has expired and this decision can be implemented.

- ❖ Draft Decision List published on: 17 March 2023
- ❖ Confirmed Decision List published on: 22 March 2023

1. **TITLE: Netcall contract March 2023**
2. **DECISION MADE BY:** Cabinet Member for Finance and Reform
3. **DECISION:**

It is recommended that the Cabinet Member:

1. Notes that Appendix 1 in this report is exempt from disclosure on the grounds that it contains information relating to the financial or business affairs of a particular person (including the authority holding that information) under Paragraph 3 of Schedule 12A of the Local Government Act 1972.
2. Approves the use of the direct award procedure using the NHS Commercial Solutions framework relating to Patient Healthcare Communications and Related IT Services as the means of procuring contact centre technologies, licenses, services, and support from 1st March 2023 to 27th February 2026.
3. Approves the direct award for the purchase of the above contact centre technologies, licenses, services, and support from 1st March 2023 to 27th February 2026, from Netcall Technology LTD using the above framework.
4. Approves the total funds required, over 3 years, for the purchase of Netcall technologies, licenses, services, and support as set out in exempt Appendix 1, to be funded from the existing Digital Services operational budget.

4. **REASON FOR DECISION:**

The Council's current contact centre platform contract is expiring, and a new award contract is needed for the same supplier to provide the required technologies and support services.

The Council will be benefitting from business continuity and avoids major disruption and the need to commission yet another complex and costly programme of migration work.

5. **ALTERNATIVE OPTIONS CONSIDERED:**

It is recommended that the Council makes an award to Netcall Technology LTD to maintain platform services and support. The benefits include retaining access to an excellent and market leading engagement platform and avoiding additional contract fees by partnering with the product manufacturer directly.

Alternative contact centre platforms are available on the market and have been considered in the past however, migration to a new technology is not recommended given the excessive disruption to Council services and residents, limited value added and benefits to be gained and significant deployment and resource costs involved.

6. **CONFLICTS OF INTEREST DECLARED AND DISPENSATIONS GRANTED:**

None

Date of Decision
15 March 2023