



Operational Officer Decision Record

Where the decision has a financial value of between £100k - £350k and does not have a **significant** impact on two or more wards

1. Subject and details of the matter (to include reasons for the decision and detail of any previous cabinet decision)

Approval is required for an additional 3 year contract for our Income Management System. The current contract is due to expire on the 31 March 2025.

The whole life value of the extension is £126,610.00 over 3 years.

The extension allows the Council to provide a continuous payment service for North East Lincolnshire residents.

The Income Management System includes payment processing engines for online Payments and Phone Payments via the contact centre. It is also used to process the payment data and send this information to the various system e.g. Council Tax.

With less than 6 months until the current contract expires, replacing the system with a different provider is too risky due to its complexity and integration into multiple corporate systems. Failure could severely damage the Council's reputation.

The extension allows the Council time to undertake a competitive procurement exercise for the Income Management System and provide sufficient time to implement any subsequent changes to ensure continuity of the payment service.

2. Decision being taken

That the Executive Director Place and Resources in consultation with the Portfolio Holder for Finance, Resources and Assets approves the extension of the Income Management System contract for a maximum of 3 years and thereafter awards, mobilises and implements arrangements, dealing with any ancillary matters reasonably arising.

3. Anticipated outcome(s)/benefits

A 3-year extension for our Income Management System until 31 March 2028, will provide sufficient time for a full discovery and further procurement exercise.

Separate approvals will be sought to undertake the procurement and award any subsequent contract.

The exception would allow for a continuous payment service and would mitigate serious reputational consequences to the Council.

4. Details of any alternative options considered and rejected by the officer when making the decision

Not extending the contract. This would pose as a significant risk for the Council's payment system and carries serious reputational consequences.

5. Background documents considered (web link to be included or copies of documents for publishing)

ICT and Digital Strategy: <https://www.nelincs.gov.uk/assets/uploads/2022/10/ICT-Digital-Strategy-2022-2025.pdf>

6. Does the taking of the decision include consideration of Exempt information? If yes, specify the relevant paragraph of Schedule 12A and the reasons

No

7. Details of any conflict of interest declared by any Cabinet Member who was consulted by the officer which relates to the decision (in respect of any declared conflict of interest, please provide a note of dispensation granted by the Council's Chief Executive)

No conflicts of interest have been identified.

8. Monitoring Officer Comments (Monitoring Officer or nominee)

The decision is an operational decision and within the Constitutional remit of the named Director and Portfolio Holder.

9. Section 151 Officer Comments (Deputy S151 Officer or nominee)

The costs associated with this contract are to be managed within the current budget envelope, as part of the core council budget. Any adverse variations to these costs would result in a budget pressure.

Continuation of the contract to allow sufficient implementation time for a future income management system will reduce the risk of disruption in the collection of income.

10. Human Resource Comments (Head of People and Culture or nominee)

There are no HR implications.

11. Risk Assessment (in accordance with the Report Writing Guide)

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12. If the decision links to a previous one taken by Cabinet, has the Cabinet Tracker been updated?

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13. Decision Maker(s):

Name: Sharon Wroot

Title: Executive Director Place and Resources

Signed: REDACTED

Dated: 27.11.24

14. Consultation carried out with Portfolio Holder(s):

Name: Cllr Stephen Harness

Title: Portfolio Holder for Finance,
Resources and Assets

Signed: REDACTED

Dated: 28th November 2024