

DELEGATED DECISIONS BY CABINET MEMBER FOR COMMUNITY & CORPORATE SERVICES

MINUTES of the meeting held on Tuesday, 14 May 2024 commencing at 3.00 pm and finishing at 3.10 pm

Present:

Voting Members: Councillor Neil Fawcett- in the Chair

Other Members in Attendance:

By Invitation:

Officers: Mohamed Cassimjee (Democratic Services Officer), Jack Ahier (Democratic Services Officer), Mark Haynes (Director of Customer and Culture)

The Cabinet Member considered the matters, reports and recommendations contained or referred to in the agenda for the meeting [, together with a schedule of addenda tabled at the meeting/the following additional documents:] and agreed as set out below. Copies of the agenda and reports [agenda, reports and schedule/additional documents] are attached to the signed Minutes.

9 DECLARATIONS OF INTEREST

(Agenda No. 1)

None

10 QUESTIONS FROM COUNTY COUNCILLORS

(Agenda No. 2)

None

11 PETITIONS AND PUBLIC ADDRESS

(Agenda No. 3)

None

12 RE PROCUREMENT OF CCAAS PLATFORM

(Agenda No. 4)

The Cabinet member considered a report, which indicated that the council used a management system known as Contact Centre as a Service (CCaaS) platform, that is currently used by the Customer Service Centre, to manage the flow of calls from members of the public and OCC staff to the appropriate team within the council. A CCaaS platform is fundamental to the efficient and effective running of a contact centre.

The existing contract is due to expire on 15 November 2024. The transition from existing commercial arrangements may require both contracts to run in parallel to ensure operational continuity. Budget provision for the new solution had been forecasted from the Capital Budget to cover implementation and transition costs.

RESOLVED to:

- (a) Authorise the procurement and delivery of a suitable supplier to provide the council a Contact Centre as a Service (CCaaS) platform that can expand and contract as necessary; and**

- (b) Delegate authority to the Director IT Innovation and Digital Services, in consultation with the Head of Legal and Deputy Monitoring Officer and the Head of Procurement, to award a contract following the conclusion of the procurement exercise.**

..... in the Chair
Date of signing 18/06/2024