

REPORT TO: Executive Board

DATE: 19 September 2013

REPORTING OFFICER: Strategic Director – Policy & Resources

SUBJECT: Income Management System – Kiosk Integration

PORTFOLIO: Resources

WARD(S): Borough-wide

1.0 PURPOSE OF REPORT

1.1 To seek waiver approval in accordance with Procurement Standing Order 1.8.3(a) where compliance with Standing Orders is not possible due to there being only one possible contractor.

2.0 RECOMMENDATION: That the competition requirements of Procurement Standing Order 4.1 be waived to facilitate the integration of the Council's replacement payment kiosks with Capita income management system.

3.0 SUPPORTING INFORMATION

3.1 The Council is in the process of replacing its existing payment kiosks located in the One Stop Shops as they are reaching the end of their useful lives. As part of that process it is necessary for work to be undertaken in order to integrate the replacement kiosks with the Council's existing income management system, which is provided by Capita.

3.2 The integration necessitates the purchase of a Capita product called 'Smart Gateway'. This product ensures that receipts from the new payment kiosks are transferred directly into the Council's income management system. It also validates all payments received by debit card or credit card.

3.3 Capita is the only provider of 'Smart Gateway'. It is therefore not possible to undertake a competitive procurement exercise.

3.4 The cost of purchasing and installing 'Smart Gateway' on all seven kiosks is £9,885. There are also additional annual support costs of £1,350. A waiver is sought as this cost exceeds the £1,000 competition requirement threshold set in Procurement Standing Order 4.1.

4.0 POLICY, FINANCIAL AND OTHER IMPLICATIONS

4.1 There are no policy implications.

4.2 There are no additional financial implications. Provision to fund the implementation of 'Smart Gateway' has been set aside as part of the overall kiosk procurement exercise.

5.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

5.1 A system to account and reconcile for the Council's income is central to good financial management, which underpins the Council's ability to deliver all its priorities.

6.0 RISK ANALYSIS

6.1 A software solution is required to integrate the Council's new payment kiosks to the existing income management system. Failure to implement such a solution would significantly reduce the efficiency of taking payments through the kiosks.

7.0 EQUALITY AND DIVERSITY ISSUES

7.1 None

8.0 LIST OF BACKGROUND PAPERS

None under the meaning of the Act