

KENT COUNTY COUNCIL – RECORD OF DECISION

DECISION TO BE TAKEN BY:

Susan Carey, Cabinet Member for Customers,
Communications and Performance

DECISION NO:

19/00010

Restricted

Key decision: YES

Extension of the contract with Agilisys until 8 December 2025 on revised terms

Subject: Agilisys Contract

Decision:

Miss Rankin (Cabinet Member for Strategic Commissioning), Ms Beer (Corporate Director of Engagement, Organisation Design and Development) and Mr Godfrey (Strategic Commissioner) were in attendance for this item.

1. Miss Carey (Cabinet Member for Customers, Communications and Performance) and Mr Godfrey introduced the report which set out the proposed extension to the Agilisys contract until 8 December 2025 on revised terms.

Mr Godfrey and Ms Beer then responded to comments and questions from Members, including the following: -

- a) Mr Godfrey confirmed the annual value of the Agilisys contract.
 - b) Mr Godfrey said that the current Agilisys contract was due to expire in December 2021.
 - c) Ms Beer talked about staff retention within the Agilisys call-centre in Barking and operating costs.
2. RESOLVED that the decision proposed to be taken by the Cabinet Member for Customers, Communications and Performance to extend the contract with Agilisys until 8 December 2025 on revised terms, be endorsed.

Reason(s) for decision:

The contract with Agilisys started on the 9th December 2015 and ends on the 8th December 2021 with an annual value of £3,431k. It is for the provision of a contact point including a call centre, digital offering, and associated back office processing. The Council will exercise an option to extend the contract until 8th December 2025 which will enable a package of improvements to the quality and resilience of the service to be implemented as well as a cost reduction.

Equality Implications

None

Financial Implications

A package of improvements to the quality and resilience of the service will be implemented as well as a cost reduction to KCC.

Legal Implications

None

Cabinet Committee recommendations and other consultation:

It was considered by the Policy and Resources Cabinet Committee, 18 January 2019.

Any alternatives considered and rejected:

Alternatives considered and rejected are included in the restricted report to Policy and Resources Cabinet Committee (18 January 2019).

Any interest declared when the decision was taken and any dispensation granted by the Proper Officer: none

Susana Carew
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signed

14/03/19
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date