

WEST DUNBARTONSHIRE COUNCIL
Report by Executive Director of Corporate Services
Tendering Committee: 26 August 2009

Subject: Provision of an Electronic Voice Recording Solution

1. Purpose

- 1.1** To advise the Committee of tenders received for the provision of an Electronic Voice Recording Solution project and to seek approval to accept the best value tender.

2. Background

- 2.1** West Dunbartonshire Council has a business need to introduce a voice recording system within the following services:-
- Contact Centre
 - Repairs Call Centre
 - Council Tax & Debt Recovery
 - Arrears Section
- 2.2** The Council requires a call recording solution to meet it's commitment to monitoring call quality, improving customer service and satisfying staff demand for improved secure proofing of call transactions in subsequent complaints.
- 2.3** The introduction of a voice recording system is identified on the Council's Improving Council document approved by Council on 12 February 2009.
- 2.4** An Invitation to Quote was placed on the Catalyst (OGC Buying Solutions) website and a tender response for the project was received on 07 July 2009 from one supplier.

3. Main Issues

- 3.1** In order to record telephone calls at the Council sites listed at 2.1, it is necessary to install hardware at each location, however, this hardware can be relocated if required.

4. Personnel Issues

- 4.1** Existing resources within ICT and each of the service functions would be required for the implementation of this system.
- 4.2** HR and legal resources have also been identified to develop supporting, procedural and policy documents and guidelines.

5. Financial Implications

- 5.1** The tender has been checked arithmetically and represents good value by current pricing levels and is within the budget provisions set aside.
- 5.2** This project will be funded from capital allocation within each operational Directorate to be serviced by the system.
- 5.3** In addition to capital commitment, an additional £5,348 per annum is required for support and maintenance from year two. A revenue growth bid will be submitted as part of the annual budgeting process.

6. Risk Analysis

- 6.1** Without the introduction of voice recording software the quality of call transactions cannot be reliably and consistently monitored, tested and the learning applied to the service delivery. Call participants, both customers and staff, could be left open to abuse or mis-representation without any current and reliable recourse.
- 6.2** The improvement of the customer contact could be compromised and three of our corporate values potentially compromised.
- 6.3** One of the Council's "Improving Council" actions would not be delivered.
- 6.4** A requirement to upgrade the Council telephony network at some point in the future could potentially result in this purchase becoming redundant.

7. Conclusions & Officers' Recommendations

- 7.1** The implementation of this solution is necessary to protect participants from potential abuse or mis-representation and to provide a record of the contact between the customer and the Council. It should also identify staff training opportunities and improve customer service quality over the short to medium term.
- 7.2** The Committee is invited to approve the awarding of the contract to Cable & Wireless (partnered with Sinclair Voicenet Ltd.) in the amount of £49,597.50.

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Joyce White
Executive Director of Corporate Services
Date: 6 August 2009

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Appendices: None

Background: None

Ward Affected: None