

## Decision under Delegated Powers

### Officer Requesting Decision

Robert Fox – Transitional Revenues and Benefits Manager

### Officer Making the Decision

Karey Summers – Director of Customer Experience

### Recommendation

That the Council agrees to sign a Hybrid Mail Framework Contract with the reference number RM6280 for the provision of Postal Service and Solutions.

### Reason

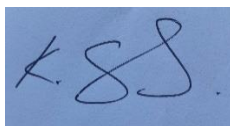
As part of bringing the Revenues and Benefits Service in house we are required to have a suitable provider/contractor in place to provide a print and postage service for all of the documents associated with delivering and maintaining the Revenues and Benefits Service.

### Authority for Decision

**Delegation of Executive functions** - Section 8.3 of the Constitution states that the Chief Executive, Strategic Directors and Heads of Service can take such action as is required in the case of an emergency or urgency subject to:

- (i) consultation with the Leader (or, in the Leader's absence, the Deputy Leaders);
- (ii) consultation with the Chief Executive and relevant Strategic Directors in each case; and
- (iii) a report on the action taken being made to the next meeting of the Cabinet.

### Decision and Date



10/07/2024

### Background

In September 2023 Cabinet approved the decision to end the current outsourced Revenues and Benefits Service and bring the service back in house.

As part of bringing the service back in house there are a number of different services required. This Hybrid Mail and Print service provides the functionality to print and post the required 197000 pieces of correspondence generated by the Revenues and Benefits service each year to ensure the service meets its legislative obligations to issue council tax and business rate bills and notification of entitlement to help with payment of rent and council tax.

The project team have been through a compliant procurement process in line with our procurement policy in order to identify the preferred supplier.

The supplier has now been selected and the contract is ready to be signed to ensure the services can be tested and implemented in time for the go live of 14<sup>th</sup> October 2024.

### **Reason for the Urgency**

The current contract expires on the 31<sup>st</sup> October 2024, in order to provide service continuation from this point the Council needs to sign the contract to provide the contractor with enough time to initial, test and implement the new systems in time for the required go live of 14<sup>th</sup> October 2024

### **Comments from HR**

N/A in this case.

### **Financial Implications**

The cost of the Hybrid Print and Mail solution covered within the budget provisions and contingency made for the onboarding of the Revenues and Benefits Service.

### **Consultation with Leader**

The Leader was consulted on 10 July 2024 and gave approval to proceed.

### **Consultation with Chief Executive and relevant Director(s)**

The Senior Leadership Team (SLT) were consulted on 10 July 2024 and gave approval to proceed.

### **Risk Management**

| <b>Risk Identified</b>                                   | <b>Likelihood</b> | <b>Impact</b> | <b>Overall Risk</b> | <b>Risk Management Actions Planned</b>                                         |
|----------------------------------------------------------|-------------------|---------------|---------------------|--------------------------------------------------------------------------------|
| Implementation not complete by 14 October 2024 deadline. | 4                 | 12            | 9                   | Procurement process completed to ensure implementation is part of overall UAT. |

Key Decision:

Yes

Background Papers:

None