

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Culture and Tourism
2.	Date:	2 May, 2013
3.	Title:	Support and Maintenance for QMATIC customer flow management system
4.	Directorate:	Environment & Development Services

5. Summary

The purpose of this report is to seek Member approval for exemption from Standing Orders. This is to allow QMATIC to provide a support and maintenance contract for the customer flow management system which is in place at five of our Customer Service Centres across the borough.

RMBC previously held a support contract for the customer flow management system and this expired on 31 March, 2013. We need to establish a further support contract with QMATIC to ensure continued support and maintenance of the product.

6. Recommendations

It is recommended that:

- **The contract for support and maintenance of the QMATIC customer flow management system to be exempt from the provisions of Standing Order 48.1 (requirement to invite between three to six written external quotations for contracts with a value of £50,000 and above) and the contract be awarded to QMATIC.**

7. Proposals and Details

QMATIC is the customer flow management system which allows Customer and Cultural Services to effectively handle customer contact at five of our Customer Service Centres across the borough.

The company which develops and supplies the System (QMATIC) charge RMBC an annual fee for support and maintenance of the product. RMBC's contract expired on 31 March 2013. Following negotiation between QMATIC and RMBC's procurement team, QMATIC have agreed to reduce our annual support and maintenance charge. This offer is conditional on RMBC signing a 3 year contract to cover the period April 2013 to March 2016.

RMBC's Procurement and ICT teams have identified QMATIC as the only supplier who are capable of providing support and maintenance of our existing customer flow management system. Other customer queuing systems are available but RMBC has no desire to switch products at this time. The cost to change products, including hardware, software, training and SIEBEL integration work is in the region of £100,000 initial investment and this funding is not currently available within existing budgets.

As such a request is made for the provision of support and maintenance for the QMATIC customer flow systems at Riverside House, Swinton, Dinnington, Aston and Maltby to be exempt from the provisions of standing order 48.1 and the contract be awarded to QMATIC.

8. Finance

The total value of the order for the support and maintenance (3 years) is £48,120.63 + VAT.

As in previous years, this will be funded from existing Corporate ICT revenue budgets.

9. Risks and Uncertainties

As the QMATIC system has fallen out of support we may not be able to call upon the supplier to assist us in fault fixing and applying updates. This places us at risk of system downtime which would impact our ability to deliver our services.

10. Policy and Performance Agenda Implications

The QMATIC customer flow management system supports the Council's ability to deliver excellent customer services.

11. Background Papers and Consultation

Consultation has taken place with colleagues in ICT, Legal and Procurement Services.

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