

Urgent Cabinet Report/Delegated Decision Form

Report/Decision Title	Civica ICON E-Payments (income) Managed Service – Variation & Extension to Contract for Enterprise Licensing – May 2023
Date of request	20 March 2023
Date of meeting/decision	

Urgent – General Exception - Reasons for urgency outlined below.

Officers in the Resources Directorate request an Urgency Exemption for approval to extend the existing contract with Civica for the ICON E-Payments (income) Managed Service.

The Council has a long-standing contract in place with Civica UK LTD to provide ICON e-payments service. The existing contract is due to expire on 31 May 2023. Officers are currently negotiating to enter into a new contract arrangement from 1 June 2023 under the Crown Commercials Ltd Framework Agreement for Business Applications. In order to finalise the contractual agreement under the Framework, Civica Limited have requested that the Council approve the contract offer by 28 April 2023. The contract will be for the minimum three-year period which Civica are willing to enter into a contract. The estimated value of the contract is expected to exceed £0.25m and is likely to be in excess of £0.3 million for a three-year period. This is based on one-off licensing costs of £115k (capital) and an annual maintenance/service charge of around £85k per annum for revenue (an increase in annual costs of around £28k per annum). Therefore, urgency arrangements are viewed as appropriate to mitigate the risks of falling out of contract after 31 May 2023 as a result of the 28-day forward plan process.

This contract is required to ensure the Council can maintain essential customer services relating to income collection and income management. The Contract also provides industry-approved security standard software which is compliant with Payment Card-Industry Data Security Standards, which the Council are required to adhere to when using customer card details to process face to face, telephone, and online card transactions.

The Council must continue with the licensing of Civica products to maintain business as usual and will also look to expand the use of the products available to make further administrative savings in income collection and management. The new license also allows the Council to maintain its adherence to PCI-DSS card holder data standards.

The arrangement will therefore be recommended to be in place for the minimum period of three years, in order to provide the Council with flexibility to consider alternative income collection and management solutions in line with changing methods of service delivery from 1 June 2026.

I confirm that the relevant chair of Scrutiny and Improvement Committee (or if there is not chair, the whole committee individually) and the Cabinet Member have been informed by notice in writing of the decision to be taken.

Officer name	Rob Davisworth	Officer Signature		Date	20 March 2023
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(Delegated Power Author)					
Assistant Director Name	John Bulman	Assistant Director signature		Date	20 March 2023

This urgent report/decision has been seen and agreed by the following:

Officer / Member	Signature
Managing Director	
Section 151 Officer	
Monitoring Officer	