

DECISION UNDER DELEGATED POWERS

Subject	Civica CX Regulatory Services Contract
Officer Requesting Decision	IT & Digital Services Manager
Officer Making the Decision	Chief Officer Digital & Communications
Authority for Decision	Council Constitution-Scheme of Delegations – Each Chief Officer is authorised under Part 2B 2.5 (b) to take any action to maintain the operation and effectiveness of services within their remit.
Recommendation	To proceed with the new contract which is due for renewal for the Civica Flare APP & CX Regulatory Services platform under the DAS CCS Framework.
Alternatives considered and rejected	As part of the CX Regulatory Services project to migrate to this new platform and away from FLARE APP a new contract is required for the Flare APP part, however these are interdependent, so the pragmatic approach was to restructure the deal around both the expiration and a re-sign of the CX platform.
Decision	Approve
Reason	The proposal made under the framework is considered good value, we are gaining a reduction in costs in the old platform, credit applied for the unused current CX costs and a restructured contract for the CX platform, with newly agreed special terms giving RBC more security around the contract, whilst maintain value and ensuring we can deliver the CX project as specified within 12 months.
Date	03/04/2023
Background Papers	Not Required
Decision record kept until	30th September 2026
Background papers kept until	N/A

Signed.....

Dated.....03/04/2023.....