

New Allpay Contract

EXECUTIVE MEMBER: Councillor George Clements
LEAD OFFICER: Jane Salt, Head of Customer Services
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WHAT BENEFITS WILL THESE PROPOSALS BRING TO COPELAND RESIDENTS

The continued provision of payment facilities allowing customers to pay for and access services easily.

The ability to pay for a wide range of Council services at up to 40 different locations across the Borough.

Continued support to our local shops and Post Offices by increasing customer footfall into their outlets.

The option for customers to pay by 'cash' was key when we first launched Allpay and without their services we would not be able to offer this without making significant change to the Council set up, which would increase operating costs substantially.

WHY HAS THIS REPORT COME TO THE EXECUTIVE?

(Eg Key Decision, Policy recommendation for Full Council, at request of Council, etc.)

A decision is required as to whether we can waive contract standing orders in line with section 10.1 and 10.1.3 of the standing order regulations to allow Copeland to enter into a new contract with Allpay.net.

In this case due to the unique service that Allpay.net provide we are unable to offer 4 suppliers of these services which the contract standing order regulations require.

<p>RECOMMENDATION: In accordance with section 10.1 and 10.1.3, Executive is asked to approve the waiver of contract standing orders due to the fact there is only 1 supplier of the service. This will allow the Council to enter into a new 4 year contract with Allpay.net at a reduced cost.</p>
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1. INTRODUCTION

1.1 Copeland currently has a contract with Allpay.net to provide our payment facilities in Post Offices and Paypoint outlets, which is due to expire in December of this year. Initial contract negotiations have begun with a view to signing a new contract later this year.

2. ARGUMENT

2.1 In 2007 Copeland procured Allpay.net as part of the National Housing Consortium (NHC) Framework which complies with OJEU regulations. This framework still exists and they have undertaken a review of services and they have established that allpay.net are still the only supplier of the services we require.

2.2 Allpay.net have reviewed the charges applied to Copeland and have offered reduced rates per transaction as part of our proposed new contract. The existing level of service delivery will continue to be provided at reduced transaction costs, demonstrating excellent value for money.

2.4 On average, each year Allpay.net successfully process 78000 transactions for Copeland. These transactions are to the value of £6 million.

3. CONCLUSIONS

3.1 To allow the continuation of payment through post offices and paypoint outlets contract standing orders should be waived to enable the Council to proceed with a new contract with Allpay.net

4. WHAT ARE THE LEGAL, FINANCIAL AND HUMAN RESOURCES IMPLICATIONS?

4.1 There are no legal implications other than that described above with regards to Contract Standing Orders being waived and the signing of the contract.

4.2 There are no HR implications.

4.3 Through negotiating the contract we have secured reduced costs per transaction, offering greater value for money. Whilst it is difficult to estimate the

5. HOW WILL THE PROPOSALS BE PROJECT MANAGED AND HOW ARE THE RISKS GOING TO BE MANAGED?

5.1 The Customer Services Manager will be responsible for the contract being approved in order to ensure it meets our requirements in every aspect. He will also be monitoring any associated risks in doing this.

6. WHAT MEASURABLE OUTCOMES OR OUTPUTS WILL ARISE FROM THIS REPORT?

6.1 Continued service for customers to be able to pay debts to the Council in post office and paypoint outlets.

List of Appendices

n/a

List of Background Documents:

n/a