



Cambridge City Council

Item

**To:** Executive Councillor for Customer Services and Resources

**Report by:** Jonathan James / Chris Bolton

**Relevant scrutiny committee:** Strategy and Resource Scrutiny

**Wards affected:** All

**19<sup>th</sup>  
March  
2012**

**Project Appraisal and Scrutiny Committee Recommendation**  
**Project Name: Customer Service, Automatic Payment Machine**

### **Recommendation/s**

#### **Financial recommendations –**

- The Executive Councillor is asked to approve the commencement of this scheme, which is already included in the Council's Capital & Revenue Project Plan (SC335).
  - **The estimated total cost of the project is £17,300, funded from the Technology Investment Fund.**
  - **The revenue costs of the project are £2,000 for 2012/13 onwards and will be met from the Customer Service revenue budget. (00094).**

#### **Procurement recommendations:**

- The Executive Councillor is asked to approve the invitation and evaluation of quotations and award of contract for the Automatic Payment Machines' hardware and related software plus annual maintenance for the project.
- If the tender sum exceeds the estimated contract value by more than 15% the permission of the Executive Councillor and Director of Resources will be sought prior to proceeding.

## 1 Summary

The purchase and installation of an automatic payment machine at Mandela House.

Full background details and a more detailed explanation are provided within section 2.1.

### 1.1 The project

Target Dates:	
Start of procurement	April 2012
Award of Contract	July 2012
Start of project delivery	August 2012
Completion of project	December 2012

### 1.2 The Cost

Total Project Cost	<b>£ 17,300</b>
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Cost Funded from:

Funding:	Amount:	Details:
Reserves	£	
Repairs & Renewals	£	
Developer Contributions	£	
Other	<b>£ 17,300</b>	Technology Investment Fund

Ongoing Revenue Cost

Year 1	<b>£ 2,000</b>	Customer Services Centre budget 00094.
Ongoing	<b>£ 2,000</b>	To be met from the Customer Service Centre, cost centre 00094.

### **1.3 The Procurement**

The Council will procure an automatic payment machine, allowing residents to access Cambridge City Council online self services including payments and online service requests.

The procurement approach will be to invite three suppliers to submit quotations based on a specification/requirements document.

## **2 Project Appraisal & Procurement Report**

### **2.1 The Project**

The provision of an automatic payment machine has been identified as a key enabler to providing customers of Cambridge City Council the choice of how they access Council services.

The Cambridge city automatic payment machine is to be installed to give customers greater choice between face to face or undertaking the transactions themselves in their own time, reduce queuing times and speed up transaction times.

It is planned that the automatic payment machine would be located at the Customer Service Centre, Mandela House, Regent Street.

Whilst the Council is committed to providing a choice of access channels for customers, we will also need to encourage customers to use access channels that are more appropriate to the transaction and cost effective for the Council.

The solution will be piloted initially. The success of the pilot will be evaluated based on customer uptake and feedback. It is anticipated that the pilot will be implemented from April 2012 and will run until December 2012.

### **2.2 Aims & objectives**

“The project contributes to the Council's vision for:

- in the forefront of low carbon living and minimising its impact on the environment from waste and pollution.
- “A city with a thriving local economy that benefits the whole community and builds on its global pre-eminence in learning and discovery

### **2.3 What services will be available via the automatic payment machine**

Customer Services are looking to deliver the following overall outcomes:

- Improved customer experience for all
- Alignment of Council, agencies and partner services – seamless delivery of services
- Implementation of technology and communication to allow self-service
- Services accessible by all
- Innovation in service delivery

The CSC has brought together an increased range of services to customers through the contact centre, on-line services, face to face and payments (formerly cashiers) in one location and over extended hours of operation. This has been completed with minimal disruption to both service provision and adverse effects to overall performance.

We also need to maximise the efficiency of our ICT systems and projects such as transactional web portal, e-council tax and cashiering kiosks will all help in moving customer to self serve which is the cheapest form of transaction.

The introduction of an automatic payment machine will: -

- Minimise customer waiting times
- Reduce pressure on cashiers
- Provide choice for customers
- Allow the reallocation of resources in the customer service centre.

Cambridge City Council's cashiers' service currently receives payments around £17 million each year, with approximately £2 million worth of payments in cash. The proposed solution must be capable of handling this volume of payments made by a diverse customer base.

#### **2.4 Major issues for stakeholders & other departments**

Implementation as soon as possible during the 2012/ 13 financial year, so that evaluation can take place.

#### **2.5 Summarise key risks associated with the project**

- Availability of resources to project manage, competing demands of other projects
- Staff not adapting to new ways of working and the use of technology.
- Systems integration does carry risks, the project aims to integrate the self service technology with the Council's Capita payments system, any system procured will have to have the potential to achieve this.

#### **2.6 Financial implications**

- a. Appraisal prepared on the following price base: 2011/12
- b. Specific grant funding conditions are: N/A
- c. Other comments: N/A

## 2.7 Capital & Revenue costs

<b>(a) Capital</b>	<b>£</b>	<b>Comments</b>
Building contractor / works		
Purchase of vehicles, plant & equipment		
Professional / Consultants fees		
IT Hardware/Software	17,300	Purchase of an automatic payment machine, installation and training
Other capital expenditure		
<b>Total Capital Cost</b>	<b>17,300</b>	

<b>(b) Revenue</b>	<b>£</b>	<b>Comments</b>
Maintenance	2,000	Suppliers' system and equipment annual maintenance for one automatic payment machine at £2,000 p.a.
R&R Contribution		
<b>Total Revenue Cost</b>	<b>2,000</b>	

## 2.8 VAT implications

There are no adverse VAT implications for this project.

## 2.9 Environmental Implications

Climate Change impact	+ L
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Not applicable

## 2.10 Other implications

There are no other known implications at this stage of the project.

### 2.11 Staff required to deliver the project

Implementation of the pilot project is expected to be completed using current resources.

### 2.12 Dependency on other work or projects

Not applicable

### 2.13 Background Papers

ICTSG project Brief Oct 2011  
Briefing Note

### 2.14 Inspection of papers

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Date prepared:	2 <sup>nd</sup> February, 2012





## Capital Project Appraisal - Capital costs &amp; funding - Profiling

Appendix A

**DOUBLE CLICK TO ACTIVATE THE SPREADSHEET**  
**Make sure year headings match start date ...**

	2012/13	2013/14	2014/15	2015/16	2016/17	Comments
	£	£	£	£	£	
<b>Capital Costs</b>						
Building contractor / works						
Purchase of vehicles, plant & equipment	17,300					
Professional / Consultants fees						
Other capital expenditure:						
<i>insert rows as needed</i>						
<b>Total Capital cost</b>	<b>17,300</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	Equivalent lease of 3 kiosk over 3 years = £54,771
<b>Capital Income / Funding</b>						
Government Grant						
Developer Contributions						
R&R funding						
Earmarked Funds	17,300					Technology Investment Fund, (24613)
Existing capital programme funding						
Revenue contributions						
<b>Total Income</b>	<b>17,300</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
<b>Net Capital Bid</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

