



## OFFICIAL EXECUTIVE DECISION NOTICE PUBLISHED BY DEMOCRATIC SERVICES

Notice is hereby given that the following decision(s) have been made today by Cabinet Members at the London Borough of Hillingdon:

<b>Title of decision</b>	ICT Corporate Technology & Innovation 2023/24: Telephony PCI Compliance (Release No 2)
<b>Reference No.</b>	918
<b>Date of decision</b>	Monday 06 November 2023
<b>Call-in expiry date</b>	Monday 13 November 2023
<b>Relevant Select Committee</b>	Finance and Corporate Services Select Committee
<b>Relevant Wards</b>	N/A

### Decision made

<b>Cabinet Members making the decision</b>	Councillor Martin Goddard – Cabinet Member for Finance Councillor Douglas Mills – Cabinet Member for Corporate Services
<b>Decision</b>	<b>Approved</b>  That the Cabinet Member for Finance and the Cabinet Member for Corporate Services:  1) Accepted the direct award from Capita/PCIPal for the implementation, support, and maintenance of a digitalised PCI-Compliant Cloud-based Telephony Card Payments solution, for use by London Borough of Hillingdon Officers for the purposes of taking secure card payments in a PCI-Compliant manner for a 3-year term at the value of £281,935.  2) Agreed to the capital release request of £39,946 from the 2023/24 Corporate Technology and Innovation programme budget for the digitalised PCI-Compliant Cloud-based Telephony Card Payments implementation costs – Appendix A.
<b>Reason for decision</b>	The London Borough of Hillingdon collects payments from Residents and Local Businesses using a variety of different mechanisms, including: <ul style="list-style-type: none"><li>• Web Payments</li><li>• Over-Counter Chip and Pin</li><li>• Telephony Payments</li></ul>

	<p>UK Financial Regulations require any organisation which takes card payments to be compliant with rigorous industry standards, and to undertake regular audits to prove it is maintaining those standards.</p> <p>ICT has a clear vision to transform and modernise services, focusing on improving the way that the Council works, improving services to its residents and reducing administrative overheads. To support these strategic objectives, the underlying ICT infrastructure must be modern, flexible, and reliable.</p> <p>The contract proposed in this report will provide implementation, support and maintenance for a PCI-compliant solution which integrates with our existing telephony infrastructure, enabling Council staff to continue fulfilling card payment services to residents in a PCI-compliant manner.</p>
<b>Alternative options considered and rejected</b>	Alternative options set out in the confidential report were considered and discounted in favour of the recommendations.
<b>Classification</b>	Part II – Members’ Only and Not for Publication
<b>Link to associated report</b>	<b><i>That this report be declared as exempt from publication as it involves the disclosure of information in accordance with Section 100(A) and paragraph 3 of Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended), in that the report contains information relating to the financial or business affairs of any particular person (including the authority holding that information) and that the public interest in withholding the information outweighs the public interest in disclosing it.</i></b>
<b>Relevant Officer contacts &amp; Directorate</b>	<p>Tayo Oyebola – Central Services Directorate</p> <p>Michael Clarke – Central Services Directorate</p> <p>Matt Smith – Central Services Directorate</p> <p>Matthew Wallbridge – Central Services Directorate</p>
<b>Any interest declared by the Cabinet Member(s) / dispensation granted</b>	N/A

### **Implementation of decision & scrutiny call-in**

<b>[Internal Use only]</b>	
<b>When can this decision be implemented by officers?</b>	<p>Officers can implement Cabinet Member decision in this notice only from the expiry of the scrutiny call-in period which is:</p> <p><b>5pm on Monday 13 November 2023</b></p> <p>However, this is subject to the decision not being called in by Councillors on the relevant Select Committee. Upon receipt of a valid call-in request, Democratic Services will immediately advise the relevant officer(s) and the decision must then be put on hold.</p>

<b>Councillor scrutiny call-in of this decision</b>	<p>Councillors on the relevant Select Committee shown in this notice may request to call-in this decision. The request must be before the expiry of the scrutiny call-in period above.</p> <p>Councillors should use the Scrutiny Call-in App (link below) on their devices to initiate any call-in request. Further advice can be sought from Democratic Services if required:</p> <p><b><u><a href="#">Scrutiny Call-In - Power Apps</a></u></b> (secure)</p>
<b>Further information</b>	<p>These decisions, where applicable, have been taken under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.</p> <p>This is the formal notice by the Council of the above executive decision, including links to the reports where applicable.</p> <p>If you would like more information on this decision, please contact Democratic Services on 01895 250636 or email: <a href="mailto:democratic@hillington.gov.uk">democratic@hillington.gov.uk</a>.</p> <p>Circulation of this decision notice is to a variety of people including Members of the Council, Corporate Directors, Officers, Group Secretariats and the Public. Copies are also placed on the Council's website.</p> <p style="text-align: right;"><b>Democratic Services London Borough of Hillingdon Civic Centre High Street Uxbridge UB8 1UW</b></p>