

TONBRIDGE AND MALLING BOROUGH COUNCIL

RECORD OF EXECUTIVE NON-KEY DECISION

Decision Taken By: Cabinet Member for Finance, Innovation & Property and Deputy Leader	Decision Number: D220109MEM
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Date: 25 November 2022

Decision(s) and Reason(s)
ACQUISITION OF ARTIFICIAL INTELLIGENCE (BOT) – CUSTOMER SERVICE CONTACT CENTRE
Following consideration of the options, the Cabinet Member for Finance, Innovation and Property resolved that: (1) the transformation reserve be used for the purposes of acquiring the BOT software for use in the customer service contact centre
Reasons for decision: The Management Team had previously agreed (12 April 2022) to proceed with the acquisition of the Artificial Intelligence ‘BOT’ to help with answering routine questions (via switchboard and webchat) from members of the public. The intention was that new burdens funding be used to purchase the ‘BOT’, with ongoing costs to be met from efficiency savings within services. The expected costs for acquisition of the ‘BOT’ are £35,543.25 (year 1 – includes one of fee for project lead time of £9,262.50) and an ongoing annual fee thereafter of £26,280.75) The initial tranche of new burdens funding received for the energy rebate scheme (from which it been had intended to fund the purchase) had been used, but the Borough Council were expecting to receive further additional new burdens funding. As a backstop, approval was sought to use the transformation reserve, but only if there was insufficient funding available within new burdens.

Signed Cabinet Member for Finance, Innovation and Property	M Coffin
Signed Leader:	M Boughton
Signed Chief Executive:	J Beilby
Date of publication:	25 November 2022

This decision will come into force and may then be implemented on the expiry of 5 working days after publication unless it is called in.