

## **Key Decision: Chief Officer**

### **Date:**

Wards: All Wards

Subject: **Unified Communication Telephony Award report**

Lead officer: Mark Humphries – Assistant Director of Infrastructure and Technology

Lead member: Councillor Billy Christie – Portfolio holder Corporate Services

Contact officer: Richard Warren – Head of IT Service Delivery

### ***Exempt or confidential report***

*The following paragraph of [Part 4b Section 10 of the constitution](#) applies in respect of information within this appendix and it is therefore exempt from publication:*

*Information relating to the financial or business affairs of any particular person (including the Authority holding that information).*

*Members and officers are advised not to disclose the contents of the appendix.*

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### **Recommendations:**

A: The contract for the provision of Unified Communications – Telephony is awarded to supplier A.

B: That authority to take up the optional 2-year extensions on the contract be delegated to the Chief Officer & relevant executive director.

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### **Purpose of report and executive summary**

Following the successful tender this report is to advise actions taken in replacing the council's telephony services and to recommend the award of an initial five year plus 2-year extension to Supplier A.

#### **1 DETAILS**

1.1. Officers sort to reprocure a communications system that facilitates MS Teams as the central touch point for officers when communicating, this will also reduce the need for Skype for Business and therefore streamline the applications officers need to use.

1.2. Early Market engagement was undertaken with large, small and a niche supplier presenting systems to Officers in the later part of 2022.

1.3. A further competition using Crown Commercial Services Framework RM 3808 Lot 10 was prepared with detailed specification and requirements that will lead to a resilient UC platform.

1.4. The tender went live in January 2023 and concluded February 2023 with two compliant responses.

1.5. The number of compliant responses being only two is perceived by officers to be due to technical requirements of integration with MS Teams. The larger Telephony focused suppliers generally their own dedicated touch point / app which would result in

additional icons in desktops and conflict of availability status across platforms, which was not desired.

1.6. A summary of the results of the two suppliers is provide in the table below.

Supplier	Quality	Price	Social Value	Total	Position
A	46.25%	41.25%	5%	92.5%	1
B	31.25%	45%	0%	76.25%	2

1.7. The tenders were reviewed independently by three officers and moderated with Commercial Services.

1.8. Teams has been used on Council desktops since 1<sup>st</sup> Covid lockdown and the only element which you cannot currently do in teams is external calls in and out bound. This tender will therefore allow this.

1.9. Training will be minimal as it is just external calling officers cannot do on teams currently. We will be getting two officers to manage the change from Skype to Teams. We envisage it will be completed department by department, but this will be determined when the project is started. The resource costs have already been agreed in the Year 2 IT improvement plan.

## 2 ALTERNATIVE OPTIONS

2.1. Options would include not award the contract and continue with the exiting supplier, but this would be for only another six months as the final extension has already been exhausted.

2.2. A further tender on the open market may offer an increased number of suppliers able to respond than the CCS RM3808 Framework utilised. This approach would not likely result in any benefits over and above what is on offer. This would also involve further officer engagement.

## 3 CONSULTATION UNDERTAKEN OR PROPOSED

3.1. No external Consultation has been undertaken as like for like communication will be available for council service users.

## 4 TIMETABLE

4.1. Indicative timetable as table below

Milestone	Target Date
PrB Authorisation	16/5/2023
Key Decision	18/5/2023
Standstill	23/5/2023-1/06/2023
Award	2/06/2023
Project Roadmap and dependencies determined	June / July
Integration works	July- September 2023

System testing	October 2023
User Training	October 2023
Phase one Roll out	November – December 2023
Go Live	January 2024

## **5 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

- 5.1. The cost of the implementation is £81,150, this will be covered by already agreed budgets.
- 5.2. Annual Support and Maintenance based on 2500 users £95,620.
- 5.3. We will require additional Microsoft licences at £88,600 per year.
- 5.4. Which is a total revenue cost per year of £184,220, this will be portioned out to all users as IT Service Delivery does not have the budget to cover this.
- 5.5. The current telephony contract charges users £5.91 per connection per month (whether you have a telephone extension or not)
- 5.6. The expected new connection charge will be £6.24 per month. This does not include external call costs, calls between team clients are classed as on-net and are zero cost.
- 5.7. The resource costs have already been agreed as part of the Year 2 implementation costs.
- 5.8. A credit check has been completed on the intended supplier - The recommended monthly credit limit is £350k, single contract limit £4.2m. Maximum contract to be considered £15 million.

## **6 LEGAL AND STATUTORY IMPLICATIONS**

- 6.1. Officers are seeking approval to award a contract to Supplier A following a mini competition under the CCS Framework Office Supplies (RM3808) – Network Services 2.
- 6.2. The Council may (as per Regulation 33 of PCR 2015 and its own Contract Standing Orders) lawfully use an established framework to source its requirements provided that the framework was compliantly procured, it is current, the services offered are in scope of the Council's requirements and the Council was sufficiently identified in the contract notice as a potential awarding authority. It can be demonstrated from the main body of this report that all of these conditions have been met and thus the framework provides the Council with a compliant route to market.
- 6.3. Officers should ensure that there is a clear audit trail of the procurement activity.
- 6.4. Once the contract has been awarded, it must be recorded in writing signed by the parties and be recorded on the Council's contract. In addition, officers must ensure that any other requirements under PCR 2015 and the Council's Contract Standing Orders relating to the award of the contract are complied with.

## **7 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**

7.1. The council must have functional communication systems both internally and externally. Failure to contract a suitable supplier would severely restrict the council's operation ability in all areas.

## **8 CRIME AND DISORDER IMPLICATIONS**

8.1. The systems provided by this contract will facilitate communications across all matters including crime and disorder reporting.

## **9 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

9.1. Maintaining a reliable Communications platform is integral to reducing risk and facilitating an environment in which Health & Safety standards can be maintained.

## **10 ENVIRONMENTAL AND CLIMATE IMPLICATIONS**

10.1. Supplier A when it is recommended that the contract is awarded to has completed a Carbon reduction plan in accordance with PPN 06/21. The plan confirms their commitment to achieving Net Zero by 2050.

## **11 SOCIAL VALUE**

11.1. The successful contractor has committed to provide –

- 4 weeks of apprenticeships or T-Levels (Level 2,3, or 4) completed / supported on the contract.
- 16 hours of 'support into work' assistance provided to unemployed people through career mentoring, including mock interviews, CV advice and careers guidance.

11.2 For general social value, the supplier will provide

- Donations and/or in-kind contributions to specific local community projects valued at £5000

11.3 The successful bidder has agreed that they will create a delivery plan created within first quarter of contract commencement of how value will be achieved.

## **12 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**

12.1. Confidential -Appendix A – Supplier details

## **13 BACKGROUND PAPERS**

n/a