

Minute Extract – 7 December 2011 – City Executive Board

55. OUT OF HOURS CALL HANDLING CONTRACT

The Head of Business Improvement submitted a report (previously circulated, now appended) making recommendations for the procurement of an out of hours calls service and lone worker monitoring system.

Resolved to:-

- (1) Grant project approval for the provision of out of hours call handling and a lone worker monitoring system; and
- (2) Delegate authority to the Executive Director for City Services to enter into new out of hours call handling and lone worker monitoring contract(s) for the next 3 years with the possibility of a further 2 year extension.

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