

To: City Executive Board

Date: 10 September 2014

Report of: Head of Business Improvement and Technology

Title of Report: Award of Contract for a New Telephony Solution

Summary and Recommendations

Purpose of report: To provide the City Executive Board with the detail of a proposed new telephony solution which will deliver the telephony savings assumed within the Medium Term Financial Plan and request delegated authority to award a contract to deliver the solution.

Key decision: Yes

Executive lead member: Councillor Ed Turner, Board Member for Finance, Asset Management and Public Health

Policy Framework: An efficient and effective Council

Recommendation: The City Executive Board gives project approval and delegated authority to the Director of Organisational Development and Corporate Services to award a new telephony contract.

Appendix 1: Risk register

Summary

- 1 This report sets out the progress made to date in delivering the Telephony Strategy and explains how the convergence of voice and data technology offers the Council the opportunity to achieve the telephony savings target of £50k a year in accordance with the Medium Term Financial Plan.
- 2 The report proposes that the Council awards a contract with a single provider to deliver the Council's future telephony requirements (dates or period?). The proposed solution will include the Council migrating to a service which provides a single voice device per user and a mobile device security solution that complies with the government security standards. This will support Council officers in utilising mobile devices and facilitate increased mobile working.

- 3 The City Executive Board is asked to give the Director of Organisational Development and Corporate Services delegated authority to award a contract for a new telephony solution and for the Head of Business Improvement and Technology to manage the implementation ensuring that this is delivered appropriately and achieves the savings target.

Background

- 4 The Council's Telephony Strategy was approved in September 2012.
- 5 The first phase of strategy implementation was to procure a new customer contact system and through an audit of telephony remove all unused data lines and services. The Netcall contact centre solution implementation is almost complete and a review of all BT lines and our mobile estate has been completed.
- 6 The main Council offices are Wi-Fi enabled and smartphones are being rolled out to replace the current Blackberry mobile estate to improve network connectivity and improve mobile working activities.
- 7 The Council's corporate telephony system, Mitel has approximately two years life before it will need a full replacement and whilst most offices have been converted to Voice-over-Internet Protocol (VoIP) a technology for the delivery of voice communications over the Internet. The offices at Cowley Marsh and Cutteslowe still have analogue provision.
- 8 Our current telephony provides 875 of our staff with access to a landline, mobile, Lync and instant messaging. The cost of providing our staff with access to multiple voice devices costs the Council approximately £306 for telephony per year per employee.
- 9 The Council's current mobile phone contract comes to an end in August 2014 but can be continued through a short term contract extension.
- 10 Unified telephony solutions are now well established and offer savings which cannot be delivered by our in house team as they require specialist knowledge. This service will enable the Council to purchase a complete voice solution from a single operator at a fixed price per device.
- 11 The budget for telephony across the Council is £268K a year. To enable the savings target to be achieved this budget has been centralised and the £50k saving has been removed from the budget line.

Proposal for the way forward

- 12 The Telephony Strategy sets out that the implementation of unified communications will require a proactive partner organisation to provide these services to enable the Council to exploit the technology. All of the main suppliers now offer this functionality as a managed service and this

is the recommended approach for the delivery of telephony by the Government Procurement Service.

13 The functionality provided through a new contract will include;

- Officers being allocated a single voice device which is appropriate to their role. Currently a large number of officers have access to a mobile phone, desk phone and Lync. The provision of multiple voice devices is a cost to the Council. The Telephony Strategy proposes that the Council should move to a single device per user based on work requirements and it is proposed to appoint a partner to work with the Council to deliver this outcome.
- Officers working off site carry paperwork which sometimes contains sensitive data. If the paperwork is lost this provides a risk to the Council. The new solution will include a mobile device management solution that will enable officers to have access to their Council applications via a mobile device which can be wiped remotely if lost.

14 It is proposed that;

- The Council use the Government Procurement Service framework to undertake a tender process to appoint a single provider of unified telephony. It is proposed that the new contract would be put in place by November 2014.
- The new contract will include the implementation of a single voice device per user resulting in the Council being able to pay for a solution which is based on a fixed price per user and agreed periods for the refresh of handsets.
- The telephony requirements of different categories of staff will be reviewed and staff will be migrated through the new contract to a single voice device depending on their role and work requirements.
- A framework of how user needs will be assessed is in the process of being developed. Other Councils that have already implemented this type of solution and made significant savings.
- A new mobile device management solution will be implemented as part of the project to increase mobile working
- The new contract will include key performance indicators (KPIs) and targets to ensure the Council achieves the benefits offered within the solution throughout the life of the contract.
- KPIs will include network coverage across the city and signal strength within all Council buildings

- A requirement to provide the Council with on-going savings throughout the life of the contract as the technology continues to evolve.

Risk

- 15 The proposed new arrangement will require a robust communications and roll out plan so that the implementation is managed effectively and that the project achieves user buy in.
- 16 The solution is already in place at a number of other organisations and the full solution will be subject to external due diligence before any contract is awarded.
- 17 An internal project manager will be allocated to oversee the implementation timetable and monitor the savings are achieved.
- 18 A detailed risk register is attached to this report.

Equalities Impact

- 19 As the proposed new contract will result in a single voice device per user, the tender documentation includes a requirement that the supplier provides device solutions suitable for a range of user needs.

Financial Implications

- 20 The soft market test of the proposed solution has confirmed that the on-going savings target of £50k a year can be achieved. This will form part of the tender evaluation and be written into the contract.

Legal Implications

- 21 The tender will be carried out using a compliant EU Procurement framework and a contract awarded that is compliant with the Council's Contract rules.

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List of background papers:

Telephony Strategy 2012- 2015