

**RECORD OF DECISION TAKEN UNDER  
DELEGATED AUTHORITY FROM  
EXECUTIVE/COUNCIL/COMMITTEE**

**DELEGATED POWERS OUTLINED IN  
THE CONSTITUTION**



<b>DELEGATED OFFICER DECISION TAKEN BY:</b>	Director CE
<b>DELEGATED BY:</b>	Council (date of delegation)
<b>IN CONSULTATION WITH:</b>	Choose an item.
<b>PORTFOLIO AREA:</b>	Digital and Customer Services

**SUBJECT: Award of contract for Unified Communication telephony Solution**

**1. DECISION**

To award the contract for a Unified Communication telephony solution to Cinos Ltd for a three year period with options to extend for up to another four years.

**2. REASON FOR DECISION**

A report was approved by the Executive Member for Digital and Customer services on the 8<sup>th</sup> September 2023 to commence procurement for a Unified Communication telephony system. The current Skype for business system being used is going end of life giving the Council no option but to replace this system.

The procurement was undertaken in accordance with the strategy that was approved by the Executive Member with a tender being launched through Find a Tender Service under a restricted procedure. This was a two-stage approach with a total of 20 companies responding to the pre-qualification stage which accessed their past experience of delivering the services, these were then narrowed down to 6 companies who progressed through to the tender stage. From the 6 companies 4 responses were received which were evaluated as below;

	Cinos Ltd.	Supplier B	Supplier C	Supplier D
Quality (45%)	36	23.25	22	21.25
Social Value (15%)	0.6	5.4	9	15
Cost of ownership (40%)	40	31.99	0	0
<b>Total</b>	<b>76.6</b>	<b>60.64</b>	<b>31</b>	<b>36.25</b>

Tenders were evaluated using a method known as MEAT (Most Economically Advantageous Tender) with the recommendation from the panel that the contract be awarded to Cinos Ltd as they had the highest score.

The proposed Unified Communications solution will offer a consistent set of products to manage all of the Council's requirements in one single system.

The Council also still uses a number of PSTN lines (traditional phone lines) these are used predominantly for lift lines, alarm lines etc. These lines need to be replaced by December 2025 due to the service being withdrawn by BT Openreach, the tender also included an option for the winning provider to work with us for alternative digital telephony solutions to replace these.

### **3. BACKGROUND**

The Council currently uses Skype for business for external calling and Microsoft Teams for mainly internal processes, having two systems causes confusion with staff and results in staff receiving calls across both platforms.

### **4. KEY ISSUES AND RISKS**

There are currently too many ways of contacting staff internally and due to the lack of a seamless cohesion of communication solutions means you can have multiple calls ringing in across the various platforms, this is something our staff want simplifying.

The PSTN switch off in the borough is set for December 2025, the Council needs to have put in new solutions to replace these prior to that date.

The current Skype for business solution is going end of life in January 2024 with extended support at an additional cost available until December 2025.

### **5. FINANCIAL IMPLICATIONS**

The department already holds a revenue budget for unified communications of £120k per annum and a capital budget of £338k.

The capital costs for the implementation quoted by the supplier are £76k with annual revenue costs of £28k. Though there will be other work required by other providers from this budget to meet the business outcomes defined.

There are a number of options priced within the tender documents which require further discussions to see if the Council will take these elements which will increase the contract costs. Remote site survivability – Option to allow sites to operate in a limited capacity should the connections fail.

Analytics and call accounting software.  
Replacement common area phones.

Consideration will also be taken in relation to support of the Microsoft Teams software in terms of tendering for a support partner or whether this would be best covered in house with an additional member of staff.

### **6. LEGAL IMPLICATIONS**

The procurement process used to tender this contract complied with the requirements of the

### 7. RESOURCE IMPLICATIONS

There will be resource implications to roll out the new solution for the IT department which will be factored into existing work plans.

### 8. OPTIONS CONSIDERED AND REJECTED

For the procurement route a number of framework options were considered but these were rejected in favour of a restricted tender process due to there being 3 suppliers in the borough that had the capability to deliver the services. Of these 2 applied for the opportunity with 1 progressing to the tender stage.

### 9. CONSULTATIONS

None with this report.

### 10. DECLARATION OF INTEREST

All Declarations of Interest of the officer with delegation and any Member who has been consulted, and note of any dispensation granted should be recorded below:

<b>VERSION:</b>	<b>1</b>
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<b>CONTACT OFFICER:</b>	<b>Peter Hughes</b>
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<b>DATE:</b>	20/03/2024
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<b>BACKGROUND DOCUMENTS:</b>	Executive Member Decision – Procurement of Unified Communication Telephony Solution – 08/09/2023
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