

FORM 1

NOTICE OF DELEGATION OF DECISION TO CABINET MEMBER BY STRONG LEADER

Section 15(4) of the Local Government Act 2000, the senior executive member may discharge any of the functions that are the responsibility of the Cabinet or may arrange for them to be discharged by another member of the Cabinet or Officer. On 1st December 2010, the Council adopted the Strong Leader Model for Corporate Governance 2011 as required under Part 3 of The Local Government and Public Involvement in Health Act 2007 (The 2007 Act).

I, Cllr Helen Dyke, as Strong Leader, delegate the decision to direct award for the supply of 8x8 Phone and Unified Communications system with Softcat Plc under the terms and conditions of the NHS SBS framework, as detailed in the Forward Plan to the Cabinet Member detailed below:

Cabinet Member for Finance and Capital Portfolio

Dated: 28th June 2022

Signed:

A handwritten signature in black ink that reads "H.E. Dyke". The signature is written in a cursive style with a large, looped 'D'.

Leader of the Council

FORM 2

NOTICE OF DECISION OF CABINET MEMBER

Pursuant Section 15(4) of the Local Government Act 2000, as amended by section 63 of the Local Government and Public Involvement in Health Act 2007, the senior executive member may discharge any of the functions that are the responsibility of the Cabinet or may arrange for them to be discharged by another member of the Cabinet or Officer. On 1st December 2010, the Council adopted the Strong Leader Model for Corporate Governance 2011 as required under Part 3 of The Local Government and Public Involvement in Health Act 2007 (The 2007 Act).

In accordance with the authority delegated to me, I have made the following decision:

Subject	Decision	Reason for decision	Date for Decision to be taken
The procurement of a new Phone and Unified Communications system	To approve the use of NHS Shared Business Services Framework (NHS SBS). Delegate authority to the Head of Resources/S151 Officer in consultation with the Cabinet Member for Finance and Capital Portfolio to direct award for the supply of 8x8 Phone and Unified Communications system with Softcat Plc under the terms and conditions of the NHS SBS framework.	The Council is required to tender for the provision of a new phone and unified Communications system. It is suggested that the award is for a 5 year term until September 2023. The delegation allows this award to be progressed in a timely manner.	28 June 2022

I confirm that the appropriate statutory officer consultation has taken place with regard to this decision.

Dated: 28th June 2022

Signed:



Councillor: Mary Rayner
Cabinet Member

WYRE FOREST DISTRICT COUNCIL

CABINET DECISION FOR STRONG LEADER APPROVAL

28th June 2022

Provision for Telephony System

Open	
CABINET MEMBER:	Councillor Mary Rayner, Cabinet Member for Finance and Capital Portfolio
RESPONSIBLE OFFICER	Head of Resources / S151 Officer
CONTACT OFFICER:	Helen Ogram Helen.ogram@wyreforestdc.gov.uk Dave.Johnson@wyreforestdc.gov.uk Steve.boddey@wyreforestdc.gov.uk

1. PURPOSE OF REPORT

- 1.1 Approval of the Cabinet is required by the Contract Procedure Rules to enter into a procurement exercise where the value of the purchase is over £175,000.
- 1.2 The report seeks to gain approval and delegated authority to the Head of Resources / S151 Officer in consultation with the Cabinet Member for Finance and Capital Portfolio to direct award the contract for the procurement of a new Phone and Unified Communications system.

2. RECOMMENDATION

- 2.1 That the Leader is asked to DECIDE to:
 - 2.1.1 Approve the use of the NHS Shared Business Services Framework (NHS SBS).
 - 2.1.2 Grant delegated authority to the Head of Resources/S151 Officer in consultation with the Cabinet Member for Finance and Capital Portfolio to direct award and enter into a contract for the supply of 8x8 Phone and Unified Communications system with Softcat Plc under the terms and conditions of the NHS SBS framework.

3. BACKGROUND

- 3.1 The current ShoreTel Telephone and unified communications system was implemented in 2011 ahead of the move to Wyre Forest House. ShoreTel have since been taken over by Mitel and over the course of the last 11 years the Council has had 3 partners providing support. The current contract with Wavenet was extended for 1 year in 2021 and is now on a rolling contract that expires in September 2022.
- 3.2 The current Mitel system was implemented in 2011 and is now 11 years old. Although the software has been upgraded all the physical switches and majority of the handsets are the originals. Typically, the life span of a telephony solution is 10 years, the current switches go out of support in 12 months' time. Although there isn't an end of support date for the software it does require regular patching and major updates approximately every 2 years. We are currently due a upgrade.

- 3.3 Telephone and Unified Communications systems have developed substantially in the last 11 years in terms of functionality and integrations with third party system such as Teams and social media. Procuring a new system would meet the Council needs and objectives in particular additional resilience and integrations including with MS Teams.
- 3.4 In 2025 the voice network we use to connect to the outside world, Integrated Services Digital Network (ISDN) is being switched off so the current system would require additional licenses and configuration to continue working, as the proposed system is cloud based it won't be affected by this.
- 3.5 Entering into a new contract will provide assurance for the Council for the next 5 years in terms of price, additional functionality / resilience, and on-going support.
- 3.7 Additional papers presented to the ICT Strategy Board can be found in section 12 Background Papers at the end of this report.

4. **KEY ISSUES**

- 4.1 The one off and annual license / support costs are included in table below. The overall 5 year cost is estimated to be £367,198.58, this does include one off costs of £42,271.58. One off install costs to be paid for from the ICT Strategy Capital Programme with ongoing costs from existing ICT revenue budgets.

Item Description 8x8	Annual Costs	One off Costs
Total	£ 64,985.40	£ 42,271.58

- 4.2 The NHS SBS Framework Agreement allows for direct award where the terms of the framework agreement are precise enough and complete for a particular call off product and service provision. The council's internal procedures also require that the lead officer is satisfied that the award offers the best value to the council.
- 4.3 Direct award to Softcat PLC for the 8x8 solution provides the Council best value for several reasons
 - Guarantee the preferred solution identified by ICT and Users
 - Preferential pricing that 8x8 won't guarantee via a tender process
 - Significantly less time and resources from the Council to run procurement exercise and associated cost reduction
 - Allow for earlier implementation of new solution as running a procurement exercise is likely to add 2 months to the process.
- 4.4 NHS SBS framework is open for use for Local Authorities to cover contracts including IT services. The framework is OJEU compliant and allows for a direct award.
- 4.5 The new contract will be for 5 years.
- 4.6 Timetable for anticipated award of contract is the end of June with a termination for convenience clause available until mid-July.

5. **EVALUATION**

- 5.1 Prior to the decision to direct award ICT have carried out full diligence to ensure the Council is getting best value in terms of both cost and quality.
- 5.2 The Council has sought information regarding potential charges of competitor companies and soft market testing has demonstrated that the prices provided by Softcat Ltd for the 8x8 solution are the lowest and provide value for money.
- 5.3 Key users across the Council have attended demonstrations of competing systems. All users including call center, finance and back office staff marked the solutions with the 8x8 system scoring better overall in all cases.

6. FINANCIAL IMPLICATIONS

- 6.1 The contract term will be for 5 years.
- 6.2 The capital cost for install is estimated to be £42,271.58 with annual revenue costs of £64,985.40. Costs for current system including maintenance, lines and call cost is approximately £60,000.00.
- 6.3 Costs included in table at point 4.1.

7. LEGAL AND POLICY IMPLICATIONS

- 7.1 As stated in the Council's Contracts Procedure Rules Cabinet Approval is sought for procurements where the value of the purchase is estimated to be in excess of £175,000.
- 7.2 NHS SBS framework allows for direct award where the terms of the framework agreement are precise enough for the call off product and service. Officers are satisfied that market research undertaken demonstrates that direct award to Softcat PLC for the 8x8 solution offers best value.
- 7.3 The Council will enter into a new formal contract with Softcat PLC for the 8x8 solution under the rules of the NHS SBS framework.

8. RISK MANAGEMENT

- 8.1 The Council has evaluated a number of solutions to ensure the preferred solution is affordable and capable of delivering on its requirements for a new system.
- 8.2 By using the NHS SBS framework procurement risks are reduced. The ability to provide a reliable, supported and fully functional ICT service for the Council for call center staff, office and homeworkers.

9. EQUALITY IMPACT ASSESSMENT

- 9.1 This is a financial report and there is no requirement to consider an Equality Impact Assessment.

10. CONCLUSION

- 10.1 It is essential that the Council has a resilient and fully supported telephony and unified communications system for its users across the Council including homeworkers with the additional functionality to meet the Council requirements moving forward.
- 10.2 Due to the value of the contract authorisation is required to direct award the contract to Softcat PLC for the 8x8 solution under the associated rules and regulations of the NHS SBS framework.
- 10.3 In awarding this directly the Council will achieve the most economically advantageous result in terms of price and quality with a significant increase in functionality including PCI complaint payments and integration with third party systems including MS Teams and Social media.

11. CONSULTEES

Cabinet Member for Finance and Capital Portfolio
Procurement Officer
Contracts Solicitor
ICT Strategy Board

12. BACKGROUND PAPERS

Phone System Review ICT Strategy Board 30/05/2022

Phone System Review Update ICT Strategy Board 23/06/2022