

The Vale of Glamorgan Council

Cabinet Meeting: 31 July, 2017

Report of the Leader

Telephone Lines and Calls Contract Renewal

Purpose of the Report

1. To obtain approval for delegated authority to let a contract for the supply of telephone lines and calls.

Recommendations

1. That delegated authority is granted to the Managing Director in consultation with the Leader to let a contract to British Telecommunications Plc under the Crown Commercial Services Network Services Framework Agreement RM1045 for Council fixed telephone lines and calls for the duration of 1 year.
2. That Cabinet give delegated authority to the Head of Legal Services in consultation with the Head of Finance to enter into a contract with British Telecommunications PLC for the provision of fixed telephone lines and calls.
3. That during the next 12 months the provision of fixed telephone lines and calls is tendered for the new contract to start in September 2018.

Reasons for the Recommendations

- 1-3 To have an appropriate contract in place for the supply of telephone lines and calls.

Background

2. The existing Council contract with British Telecom PLC for fixed telephone lines and calls has been in place for 2 years. This agreement expires on 31st August 2017. Welsh Government has mandated that all Public Sector bodies should use framework agreements where appropriate so the procurement process in this instance has been greatly simplified for the Council.
3. It is proposed to go out to mini competition prior to the expiry of the new contract in September 2018. This cannot be achieved this year due to prohibitive timescales.

Relevant Issues and Options

4. Telephone lines and calls is a complex area and due to the timescales it is not possible to undertake a tender for these services by September 2017. It is therefore proposed to direct award the contract for a period of one year, which would give an expiry date of 31st August 2018. The cost of the contract will depend on the volume of calls made within the contract period. It is estimated based on previous call volume data that the cost will be c. £240k over the period of the contract.
5. The Crown Commercial Services (CCS) Network Services Framework Agreement RM1045 has been selected as the most appropriate procurement vehicle for the renewal of this contract. The National Procurement Service currently has no equivalent Framework Agreement in place and the G Cloud 7 Framework RM1557vii was not deemed suitable.
6. The CCS Network Services Framework Agreement RM1045 provides customers with access to networks and telecommunications services, including PSN compliant services. It provides savings, choice and flexibility for all publicly funded organisations; whilst ensuring compliance with the wider government technology strategy through the on-going engagement with the Government Digital Service (GDS).
7. The Council is familiar with the British Telecom administration portal which is used by administrators of the Council's telephony system and the existing telephony hardware is compatible with the BT system. It is proposed, therefore, that the contract is placed with British Telecom PLC for the coming 12 months. Training would need to be provided to administrators if an alternative service provider was adopted.
8. During the coming 12 months the necessary work will be undertaken to tender for a supplier of Lines and Calls to commence in September 2018. The RM1045 framework agreement expires on 26th July 2019 so will be utilised to carry out a tender process prior to the expiry of this contract in 2018.

Resource Implications (Financial and Employment)

9. The cost of this service from September 2017 can be met from within existing budgets.

Sustainability and Climate Change Implications

10. There are no such implications that arise as a result of this report.

Legal Implications (to Include Human Rights Implications)

11. The Council will need to enter into a contract under the terms and conditions of the CCS Network Services RM1045 Framework Agreement which have been agreed by the Crown Commercial Service.

Crime and Disorder Implications

12. There are no crime and disorder implications for this report.

Equal Opportunities Implications (to include Welsh Language issues)

13. There are no Equal Opportunities implications for this report.

Corporate/Service Objectives

14. This project comes under the priority outcome of Community Leadership

Policy Framework and Budget

15. This is a matter for Executive decision by Cabinet.

Consultation (including Ward Member Consultation)

16. No ward member consultation has taken place.

Relevant Scrutiny Committee

17. Corporate Performance and Resources Scrutiny Committee.

Background Papers

The Crown Commercial Services Network Services RM1045 Framework Agreement

Contact Officer

Nick Wheeler - Operational Manager (ICT)

Officers Consulted

Head of Finance

Team Manager (Networks and Communications)

Senior Procurement Officer (ICT)

Responsible Officer:

Rob Thomas - Managing Director