

THE VALE OF GLAMORGAN COUNCIL

COUNCIL: 9TH MARCH, 2026

REFERENCE FROM CABINET: 26TH FEBRUARY, 2026

**“C217 MIGRATION OF SCHOOLS TELEPHONY SYSTEM TO A CLOUD
BASED SOLUTION (EL/PR) (SCRUTINY – RESOURCES SCRUTINY
COMMITTEE) –**

The Leader presented the report to seek Cabinet approval to progress procurement of the migration of the Council’s schools telephony service from the existing on-premise Cisco Unified Communications Manager (CUCM) platform to a cloud based telephony solution.

This was a matter for Executive decision.

Cabinet, having considered the report and all the issues and implications contained therein

RESOLVED –

(1) T H A T the progression to procurement of a cloud-based telephony solution for schools currently using the corporate Cisco Unified Communications Manager platform be approved.

(2) T H A T the use of the Council’s urgent decision procedure, as set out at section 15.14 of the Council’s Constitution, be agreed to ensure the tender could be let on the planned date of 2nd March 2026 and to ensure the project could be delivered by October 2026.

(3) T H A T the use of the Digital reserve drawdown to fund one off implementation and any essential handset replacement costs be approved, on the basis that savings generated over a five-year period would replenish the reserve to the level of the draw down.

(4) T H A T the Director of Corporate Resources, in consultation with the Executive Leader and Cabinet Member for Performance and Resources and the Monitoring Officer/Head of Legal and Democratic Services be authorised to:

- o finalise the procurement approach and contract award.
- o agree contract terms within an anticipated 3+1+1 year arrangement.
- o ensure appropriate safeguards around cost control, data protection, and exit provisions.

(5) T H A T delegated authority be granted to the Monitoring Officer/Head of Legal and Democratic Services to enter into and sign the appropriate contract documentation including extension options and variations consistent with the details contained in the report.

Reasons for decisions

(1) To ensure that the telephony service provided to schools was cost effective and fit for purpose.

(2) To ensure the tender could be let on the planned date and ensure the project could be delivered by October 2026.

(3) To ensure that any implementation costs of the project were met.

(4) To ensure that the Council were within contract for a cost effective and fit for purpose cloud-based telephony solution for schools.

(5) To ensure that the Council could efficiently enter into, extend and vary the necessary contract documentation without delay, enabling timely contract formation.”

[View Link to Previously Circulated Appendix](#) – Report to Cabinet: 26th February, 2026