

REPORT TO: POLICY AND RESOURCES COMMITTEE – 24 AUGUST 2015

REPORT ON: TELEPHONY SYSTEM MAINTENANCE CONTRACT

REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES

REPORT NO: 293-2015

1.0 PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to seek Committee approval for the appointment of a maintenance contractor for the Council's Avaya telephony system.

2.0 RECOMMENDATIONS

- 2.1 The Committee is asked to approve the following:
- a) Agree the outcome of the Tender Evaluation to procure a Telephone System Maintenance Contract for a three year period with the option to extend for a further year.
 - b) Agree the annual expenditure described in paragraph 3 for a three year period with the option to extend for a further year.
 - c) Purchase the services of Capita IT Enterprise Services as the best value choice for their Telephony System Maintenance Contract.

3.0 FINANCIAL IMPLICATIONS

- 3.1 The revenue cost of the maintenance service is £127,469 per annum and will be met from Departmental budgets.

4.0 MAIN TEXT

- 4.1 The Council's telephone system provides a vital communication service for all areas of Council business. It provides over 4300 telephone extensions across nearly 150 locations and also supports the operation of all the Council's contact centres. In addition the system has been expanded to provide audio conferencing facilities and voice recording. The maintenance support contract provides an essential service that ensures a high level of reliability and performance is sustained.
- 4.2 The software subscription will allow for a high level of service to be delivered and reduce the risk associated with a failure of the telephone system. It also allows the Council to maintain the latest release of software across the entire system. This is important to ensure the Council meets the security requirements associated with Central Government's Public Service Network (PSN) programme. It will also future-proof the system and allow the Council to take advantage of new features and services when they are released by Avaya.
- 4.2 The current maintenance contract expires on the 30th of September 2015. There are only a small number of suppliers that have the specialist knowledge and skills required to support a maintenance contract of this nature. A single stage open tender process via Public Contracts Scotland was carried out to ensure as many of these suppliers could respond as possible.
- 4.3 There were 7 companies submitted a response to the tender. Two of these were eliminated based on price and quality after the initial evaluation was carried out. The other 5 bidders were invited to present their service offering in more detail.

- 4.4 After full evaluation and detailed verification of the proposals it was determined that the best overall proposal, based on price and quality of the submission, was that of Capita IT Enterprise Services.

5.0 POLICY IMPLICATIONS

- 5.1 This Report has been screened for any policy implications in respect Sustainability, Strategic Environmental assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

6.0 CONSULTATIONS

- 6.1 The Chief Executive and the Head of Democratic and Legal Services have been consulted in the preparation of this report.

7.0 BACKGROUND PAPERS

- 7.1 None.

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Date: 4 August 2015