

Telephony Procurement Report

IT Working Group

Committee: IT WORKING GROUP
Date: 15 MAY 2006
Title: TELEPHONY PROCUREMENT REPORT

Agenda Item

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Item for note

Summary

This report provides details on the progress of the procurement of the new telephone system.

Recommendations

Members approve the proposal for Global Crossing to provide a managed telecommunications service (Mts) to Uttlesford District Council.

Background Papers

ICM project file.

Impact

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| Communication/Consultation | There are no specific communication/consultation implications contained in this report |
| Community Safety | There are no specific community safety implications contained in this report |
| Equalities | There are no specific equalities implications contained in this report |
| Finance | Please see appendix 1. An analysis of current and future revenue costs will be circulated shortly |
| Human Rights | There are no specific human rights implications contained in this report |
| Legal implications | The terms of the Mts service level agreement will be subject to ratification by Corporate Governance |
| Ward-specific impacts | All |
| Workforce/Workplace | Details of staff training, remote and flexible working and system implementation are |

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| | contained in the document at appendix 1 |
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Situation

1. Members, staff and the Council's telecommunications consultant (Geoff Rich) visited Siemens at Milton Keynes on 28 April 2006 to see a demonstration of the telephone system functionality. The feedback received during and following the visit was very positive.
2. The document at appendix 1 provides information on the proposal to provide a managed telecommunications service (Mts) to Uttlesford District Council. As mentioned at the last meeting of the IT Working Group, Mts is OGCbuying.solutions' PFI contract for the public sector covering voice and data services that are delivered by Global Crossing.
3. Further clarification has been requested from Global Crossing on the revenue costs of the managed service so that a comparison can be made with current system revenue costs. An analysis of the current and future revenue costs will be circulated shortly once Global Crossing has provided the information requested.
4. Operations Committee on 9 February 2006 approved capital expenditure of £250,000 for the replacement of the telephone system. It is envisaged that only approximately £20,000 of this amount will now be required in connection with the procurement of the Mts service.
5. The Council's consultant will also be attending for this item of the meeting.

Targets

6. The telephone system will be implemented in time for use in the new customer service centre when it opens on 30 November 2006.

Options

7. The alternative procurement option is outright purchase.

Pay-Offs/Penalties

8. The financial and business benefits of procuring the telephone system through Mts are explained at appendix 1. As mentioned above, a revenue costs comparison will be circulated shortly.