

## ITEM No ...3.....

**REPORT TO: POLICY AND RESOURCES COMMITTEE - 5 SEPTEMBER 2022**

**REPORT ON: TELEPHONE SYSTEM MAINTENANCE CONTRACT**

**REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES**

**REPORT NO: 232-2022**

### **1.0 PURPOSE OF 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**

The committee is asked to approve: -

- The contract proposal from Capita IT Enterprise Services for the provision of a maintenance support service via the SWAN Value Add Services Framework. The contract will be for a period of three years

### **3.0 FINANCIAL IMPLICATIONS**

3.1 The revenue cost of the maintenance service is in the region of £137,000 p.a. This revenue cost will be met from individual departmental revenue budgets on a pro-rata basis related to the number of extensions on the Council's telephone system. This is the same arrangement that is in place to meet the revenue cost of the current contract

3.2 The annual cost of the current contract is £130,376

### **4.0 BACKGROUND**

4.1 The Council's Avaya telephone system is a critical service for citizens communicating with the Council and for the day to day operation of Council business. It provides telephone extensions, voicemail, audio conferencing, contact centre, call recording and call handling functions across all Council offices, schools, libraries and sports centres. To ensure that a robust and reliable service continues to be provided, a specialist contractor is required for support and maintenance

4.2 The maintenance contract provides an essential service that ensures a high level of reliability and performance is sustained. The contract includes hardware and software support for all elements of the Avaya system. The annual cost also includes license support, which ensures the system can be upgraded to the latest software versions

4.3 In recent years the system has been upgraded and expanded to provides telephone service for contact centre agents working from home. The new contract will support future plans for development of the Council's telephone service for hybrid working

4.4 The current maintenance contract expires on the 30<sup>th</sup> of September 2022. Capita IT Services are the current supplier and have been previously engaged by the Council to carry out major upgrades of the Avaya system over the last 3 years. They provide a very reliable, quality service and have gained a very good understanding of the system architecture

4.5 As part of the renewal process the license model will be changed to a subscription license. A benefit of changing to the new license model is to provide additional functions within the system. These functions will help support the Council's hybrid working model. The subscription license

model also provides a cost saving each year compared to remaining on the current fixed license model

- 4.6 For the purposes of the procurement the Council will utilise the SWAN Value Add Services Framework. This is a single supplier framework with services provided by Capita IT Services

## **5.0 POLICY IMPLICATIONS**

This report has been subject to the Pre-IIA Screening Tool and does not make any recommendations for change to strategy, policy, procedures, services or funding and so has not been subject to an Integrated Impact Assessment. An appropriate senior manager has reviewed and agreed with this assessment

## **6.0 CONSULTATIONS**

The Council Leadership Team were consulted in the preparation of this report

## **7.0 BACKGROUND PAPERS**

None

**ROBERT EMMOTT**  
**EXECUTIVE DIRECTOR OF CORPORATE SERVICES**

**Date: 18 AUGUST 2022**