

Telephony - SIP Services, Mitel & Contact Centre Support

REPORT TO: the Assistant Director Technology & Change Management, Strategic Resources, Robert Ling

DECISION DATE: 25th January 2022

SUPPORTING ANNEX: N/A

PROPOSED RECOMMENDATION

It is recommended that the Authority award a new contract for Telephony Services from April 2022 for 2 years with 2 12 month extension options.

BACKGROUND TO SUPPORT THE RECOMMENDATION

The decision to proceed with a Direct Award became clear after a desktop evaluation of all the relevant service offers that we reviewed following an RFI process through CCS Framework RM3808 Lot 13.

The benefits of this approach are that it is a compliant route to market that is less time consuming than a further competition process but which still allows us to benefit from improved rates and work with a technology partner who can deliver solutions that will benefit us in the transition to LGR (Local Government Reorganisation).

LEGAL AND GOVERNANCE COMPLIANCE

As per the Council's Procurement and Contract Procedure Rules, Rule 11 states;

11.1 Tenders for Contracts which exceed the UK Procurement Threshold shall be invited and awarded in accordance with the PCRs.

As per Rule 16.3, a Director does not need to invite Above Threshold Tenders in accordance with Rule 11 and 12, in the following circumstances:

- a) purchases via Framework Agreements which have been established either by the Council or by other public sector bodies or consortia (including, but not limited to PSBO's) and where such Framework Agreements are lawfully accessible to the Council.

RECOMMENDATION

It is recommended that the Authority award a new contract for Telephony Services from April 2022 for 2 years with 2 x 12 month extension options.