

ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF CORPORATE SUPPORT COMMITTEE ON 24 MARCH 2022

SUBJECT: Replacement of the Corporate Telephony System and Integrated Contact Centre Solution.

REPORT AUTHOR: James Saunders (ICT Operations Manager)

DATE: 28/01/2022

EXTN: 01903 737799

AREA: Corporate Support – Technology & Digital

EXECUTIVE SUMMARY:

The corporate telephony system and integrated contact centre solution goes end of life June 2023. The original contract was let in June 2016 on a five-year term with the option to extend by an additional two-years.

The Council is looking to procure a new solution with implementation starting in early autumn 2022.

One off budget provision has been built into the 2022/23 capital programme of £200,000 and there is an existing revenue budget of approximately £30,000 pa.

The contract will be let through an UK compliant procurement process for a minimum of 4 years with the possibility of extensions.

RECOMMENDATIONS:

The Committee is asked to:

1. Approve for the Council to proceed with the procurement of a replacement corporate telephony system and integrated contact centre solution; and
2. Delegate Authority to the Section 151 Officer to authorise, enter into and sign / seal a contract for a replacement corporate telephony system and integrated contact centre solution.

1. BACKGROUND:

Corporate telephony is provided using software products, computer hardware and a communications network; with voice calls being carried over the internet (VoIP).

It supports approximately 430 internal user extensions and in addition to carrying voice calls it provides voicemail, calling groups, call forwarding, instant messaging, user status/presence information, conferencing, Interactive Voice Response (IVR) and our call plan.

The Councils contact centre solution is integrated into the same system and supports 21 contact centre users and deals with approximately 174,000 calls a year. It includes service specific functionality such as a switchboard, call queue management, skills-based routing, call / screen recording, multi-media blended channels and reporting.

The new solution will integrate and use some of our existing technical infrastructure to provide a more seamless end-user experience and provide a modern platform that can be used to support additional capabilities in the future.

Work has started on identifying functional requirements and potential solutions and this work will help inform the overall project costs, which are anticipated to be contained within the overall funding.

The contract will be let through an UK compliant procurement process and the supplier selected based on a mix of cost and quality 40:60.

Telephony is a key communications channel for the Council, and to ensure continuity of service and allow the project to progress within the timescales delegated Authority is sought for the Section 151 Officer to enter into a contract once a supplier and solution have been selected.

2. PROPOSAL(S):

- 2.1 That the Corporate Support Committee approve for the Council to proceed with the procurement of a replacement corporate telephony system and integrated contact centre solution.
- 2.2 That the Corporate Support Committee delegates Authority to the Section 151 Officer to authorise, enter into and sign / seal a contract for a replacement corporate telephony system and integrated contact centre solution.

3. OPTIONS:

Alternatively:

- 3.1 That the Corporate Support Committee **do not approve** for the Council to proceed with the procurement of a replacement corporate telephony systems and contact centre solution. This would mean removing telephone as a communications channel for all staff and customers.
- 3.2 That the Corporate Support Committee **do not delegate** Authority for the Section 151 Officer to authorise and enter into a contract. This would then raise the risk of implementation delays and could result in a loss of service.

4. CONSULTATION:

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		N/A
Relevant District Ward Councillors		N/A

Other groups/persons (please specify)		
▪ ICT	X	
▪ Finance	X	
▪ Procurement	X	
▪ Legal	X	
▪ Customer Services	X	

5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO
Financial	X	
Legal	X	
Human Rights/Equality Impact Assessment		X
Community Safety including Section 17 of Crime & Disorder Act		X
Sustainability		X
Asset Management/Property/Land		X
Technology		X
Other (please explain)		X

6. IMPLICATIONS:

Financial

A capital fund of £200,000 has been approved by full council to support the procurement of a new solution.

Legal

The proposed award is in accordance with the Council's Contract Standing Orders and the public procurement rules. The procurement process ensures the Council meets its duty to secure best value under the Local Government Act 1999.

7. REASON FOR THE DECISION:

The Councils corporate telephony and contact centre solution are key communication channels for staff and customers. The existing system is going end of life and unless it is replaced would have to be switched off removing telephone as a contact option.

8. BACKGROUND PAPERS:

None