

Chichester District Council

CABINET

6 December 2022

Replacement of the Corporate & Contact Centre Telephony Systems (Corporate Plan. 040)

1. Contacts

Report Author:

Andrew Forward, ICT Manager

Tel: 01243 534770 E-mail: forward@chichester.gov.uk

Cabinet Member:

Peter Wilding, Cabinet Member for Finance, Corporate Services and Revenues and Benefits.

Tel: 01428 707324 E-mail: pwilding@chichester.gov.uk

2. Recommendation

- 2.1. **Cabinet approves a 3-year (with an option to extend for a further 12 months) contract with preferred bidder A to replace both the corporate and contact centre telephony systems.**
- 2.2. **Cabinet approves the additional revenue budget of £8,000 a year to be added to the base budget.**
- 2.3. **Cabinet approves the bringing forward of £60,000 existing ARP Telephony provision, from 2025/26, to the current year to fund the implementation of the new system.**

3. Background

- 3.1. The council currently uses a Maintel supplied Mitel corporate telephone system. It is 'on-premises' and contractually due to expire March 2023. It is a first-generation voice over internet protocol (VOIP) system and was originally co-procured (with Arun District Council) during a period when closer alignment of back office and support services was under consideration.
- 3.2. Our current contact centre solution, MacFarlane, is separate from but integrated with the Mitel system. It is also 'on-premises' and requires complex alignment with Mitel to ensure operational integrity. Annually renewable, this contract also expires March 2023.
- 3.3. The Mitel (7 years old) and MacFarlane (over 12 years old) systems would require major upgrading to benefit from technological enhancements and capabilities driven by the COVID enforced remote working environment.
- 3.4. Working closely with our customer service colleagues we have taken advantage of this contractual co-terminating opportunity to review currently available

technological solutions. Paying specific regard to the benefits and service delivery improvements now available.

- 3.5. Further, through wider staff consultations, we developed a Requirement Matrix which then formed the basis for our options review.

4. Outcomes to be achieved / Requirement Matrix

- 4.1. Single corporate and contact centre solution – vertically integrated.
- 4.2. Cost effective business continuity and disaster recovery (BCP/DR) solution.
- 4.3. Integration options with Microsoft TEAMS.
- 4.4. Technical competence (security and product development roadmaps).
- 4.5. Improved analytics, data capture and reporting.
- 4.6. Porting of existing numbers (no operational impacts & approach to implementation).
- 4.7. Cultural fit and engagement (how easy are they to deal with?).
- 4.8. Price (implications & impacts of move to hosted).

5. Proposal

- 5.1. The proposal is to move our existing (separate) corporate and contact centre telephone systems to a hosted (in the cloud) unified communications platform, provided by preferred bidder A. This will incorporate an embedded Teams dialler functionality and will be contracted in accordance with an approved framework agreement (G-Cloud 13) in association with the Council's legal and procurement services.

6. Alternatives that have been considered

- 6.1. We used the 'Gartner Peer Insight, Competitor and Alternatives 2022' report to identify an initial list of reputable suppliers. Gartner are recognised (Fortune) as the leading global information technology research and advisory company.
- 6.2. Additional consultations were undertaken with several external sources and groups; including West Sussex councils' Head of IT Group, an independent Telecommunications consultant, existing suppliers of IT services to the Council, and the Crown Commercial Service (to ensure compliant procurement).
- 6.3. From these activities a list of viable solutions and suppliers emerged. Several engagement sessions were then held with each supplier to further explore possible features and benefits. These details were then assessed against our Requirement Matrix (Appendix 1).

7. Resource and legal implications

- 7.1. The resources and legal implications have been considered as part of the business review.

8. Consultation

- 8.1. Senior Leadership Team
- 8.2. Business Improvement Board
- 8.3. Procurement and Legal Services have been consulted throughout the renewal process.
- 8.4. Customer Services Team
- 8.5. Staff
- 8.6. West Sussex District Councils' Head of IT Group.

9. Community impact and corporate risks

- 9.1. Improved telecommunication systems will aid improved operational performance across the Council.
- 9.2. Tighter integration of telephone systems between the contact centre and service departments should have a positive impact on customer and community services.
- 9.3. Following on from the commissioning of the Council's new disaster recovery server centre, cloud hosting of our telephony systems will improve business continuity and reduce risks associated with Corporate Risk CRR97: Cyber Attack Across the ICT Estate.

10. Other Implications

	Yes	No
Crime & Disorder		✓
Climate Change		✓
Human Rights and Equality Impact		✓
Safeguarding and Early Help		✓
General Data Protection Regulations (GDPR)		✓
Health and Wellbeing		✓
Other (Please specify):		✓

11. Appendices

- 11.1. Part II Exempt - Requirement Matrix.

12. Background Papers

- 12.1. None.