

# Chichester District Council

CABINET

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## Replacement Telephone System

### 1. Contacts

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### 2. Recommendations

- 2.1 That the preferred Option 2 detailed within the Project Initiation Document (see Appendix) be approved for the replacement of the Council's telephone system.
- 2.2 That officers be authorised to invite tenders on the basis of option 2 set out in the Project Initiation Document.
- 2.3 That the proposal to tender in partnership with Arun District Council be approved
- 2.4 That a report be provided for a future meeting of Cabinet to consider tender evaluations and the option of a joint solution with Arun District Council.

### 3 Background

- 3.1 The Council's existing telephone system was installed in 1997. The current providers are unable to guarantee support beyond 2017 due to the age of the components. Beyond 2017 support will be on a "best endeavours" basis. The telephone system is a key communication channel and replacement is essential.
- 3.2 This replacement supports one of the guiding principles in the Corporate Plan "*to use our resources well and innovatively*"
- 3.3 At their meeting on 6 January 2015 Cabinet approved an Initial Project Proposal Document for the replacement of the telephone system.
- 3.4 At their meeting on 3 February 2015 Cabinet approved £300,000 to be released from the Asset Replacement Programme to fund this replacement.
- 3.5 At their meeting on 7 April 2015 Cabinet approved the Digital Access Strategy 2015-18. This project specifically relates to and supports Objective 4 of the strategy "*to ensure that Council services are supported and equipped to take*

*advantage of opportunities and service transformation and emerging technologies.”*

- 3.6 Arun District Council also needs to replace their telephone system which provides opportunities to undertake a joint procurement exercise and to potentially share a solution. A shared telephone solution would provide a key piece of infrastructure to support shared services in the future. Senior management teams at both authorities have in principle therefore approved a joint procurement exercise and officers from both authorities have jointly engaged external consultants to advise on the invitation to tender to ensure that tendered solutions offer the opportunity to implement an independent or shared solution.

#### **4 Outcomes to be achieved**

- 4.1 The replacement of the Council's telephone system.
- 4.2 The opportunity to implement a joint telephone system with Arun District Council to share resources and support shared services in the future

#### **5 Proposal**

- 5.1 To tender for the replacement of an on-site telephone system.
- 5.2 To invite tenders that provide the opportunity to implement either an independent or shared telephone system.
- 5.3 To work in partnership with Arun District Council during the procurement process and to aim to agree a strategic approach to delivering a shared system. Following tender evaluation and an agreed strategic approach between both authorities, officers will provide a further report to Cabinet to seek authorisation to proceed to award a contract either independently or in partnership with Arun District Council.

#### **6 Alternatives that have been considered**

- 6.1 The attached PID details the options considered:

Option 1 – Do nothing – this was discounted due to the age of the existing system

Option 2 – Replace with an on-site system as at present – this is the preferred option

Option 3 – Carrier Hosted – this was discounted due to associated revenue costs

Option 4 – Supplier Hosted – this was discounted due to associated revenue costs

Option 5 – Upgrade the existing system – this was discounted as it would not support the Council's flexible working or shared services requirements

## **7 Resource and legal implications**

7.1 These are detailed within the PID (see Section 7).

## **8 Consultation**

8.1 This project is primarily an asset replacement project. However, due to the opportunities for a shared solution, external consultants have been engaged to advise both authorities on the specification of requirements. Officers from both authorities have worked closely in the development of the specification of requirements and procurement process. Once tenders are received it will be necessary to undertake detailed consultation at senior level with Arun District Council to agree a recommended solution.

## **9 Community impact and corporate risks**

9.1 Risks associated with this project are detailed within the PID (see Section 14).

## **10 Other Implications**

<b>Crime &amp; Disorder:</b>	None
<b>Climate Change:</b>	None
<b>Human Rights and Equality Impact:</b>	None
<b>Safeguarding:</b>	None

## **11 Appendix**

11.1 Project Initiation Document for Replacement Telephone System

## **12 Background Papers**

12.1 Specification of Requirements for the replacement of the Council's telephone system