

# WIRRAL COUNCIL

## COUNCIL EXCELLENCE OVERVIEW AND SCRUTINY

30 JANUARY 2013

<b>SUBJECT:</b>	<b>AWARD OF CONTRACT FOR THE PROVISION OF TELEPHONE SYSTEMS MAINTENANCE.</b>
<b>WARD/S AFFECTED:</b>	<b>ALL</b>
<b>REPORT OF:</b>	<b>DIRECTOR OF FINANCE</b>
<b>RESPONSIBLE PORTFOLIO HOLDER:</b>	<i>(RELEVANT CABINET MEMBER)</i>
<b>KEY DECISION?</b>	<del>YES</del> /NO

### 1.0 EXECUTIVE SUMMARY

- 1.1 This report informs members of the award of a contract, under delegated authority, for the provision of a maintenance service for the Council's Call Centre and larger telephone systems. The contract was awarded to Complete Network Services (CNS), who is the incumbent supplier, for a period of three years from 21 January 2013 until 31 March 2016. The contracted cost is £48,500 per annum, which realises an annual saving of £22,400 over the previous contract.
- 1.2 Appendix 1 shows the matrix used to evaluate the tenders. As it contains commercially sensitive information it should be considered exempt from publication under Schedule 12A of the Local Government Act 1972.

### 2.0 BACKGROUND AND KEY ISSUES

- 2.1 There are approximately 250 telephone systems in use serving Council offices, establishments and schools. These vary in size and complexity from the corporate Call Centre, through large office complexes and secondary schools to small locality offices and primary schools.
- 2.2 The internal telecommunications team, which is part of IT Services, provides day to day maintenance, support and configuration services for these systems, including those in the PFI schools where the team acts as a subcontractor to, and is paid by, Hochtief.
- 2.3 Historically the Council purchased third party support for all systems but by introducing standard equipment types as they reached the end of their useful life, the internal team has been able to take on more of the system support and reduce external costs. Currently, of the 250 systems in use, only 53 will be supported by the external maintenance provider. This is because these are either too large and complex to be maintained in-house or there is a high risk of a system failure having a serious impact on service delivery. Tenders for the support and maintenance of systems that cannot be maintained in-house are invited every three years.

- 2.4 The tendering process was run in accordance with the Council's Contract Procedure Rules and conformed to European procurement legislation for the letting of public sector contracts. The Council's telecommunications team wrote the technical specification and the corporate procurement unit managed the two stage process, which resulted in tenders being received from the following four companies, Calyx, Maintel, NG Bailey and Complete Network Services. These were evaluated and scored against a predetermined evaluation model. CNS scored highest against this model and also offered the lowest price; consequently they were awarded the contract. The evaluation matrix is included as Appendix 1 for information.
- 2.5 There is provision within the contract for equipment to be added at the same rate if additional systems are installed or deleted as systems are replaced or buildings closed and equipment removed. The contract will be renewed on an annual basis up to a maximum duration of three years.

### **3.0 RELEVANT RISKS**

- 3.1 The relevant risks are that skilled staff are lost from the Council or that the supplier ceases to trade. In both cases alternatives can be sourced to ensure continuity of service.

### **4.0 OTHER OPTIONS CONSIDERED**

- 4.1 Consideration was given to providing in-house support for all systems but was discounted due to the risk to service delivery should the Call Centre or one of the larger more complex systems have a failure that required specialist knowledge or spare parts at short notice.

### **5.0 CONSULTATION**

- 5.1 The corporate Procurement Unit were consulted during the tendering process.

### **6.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS**

- 6.1 There are no implications for voluntary, community or faith groups.

### **7.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS**

- 7.1 Funding for telephone systems maintenance is contained within existing corporate, departmental and schools budgets.

### **8.0 LEGAL IMPLICATIONS**

- 8.1 There are no legal implications arising from the report.

### **9.0 EQUALITIES IMPLICATIONS**

- 9.1 There is no relevance to equality contained within the report.

### **10.0 CARBON REDUCTION IMPLICATIONS**

- 10.1 There are no carbon reduction implications.

### **11.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS**

- 11.1 There are no planning or community safety implications.

## 12.0 RECOMMENDATION/S

12.1 That Members note the award of a contract under delegated authority to Complete Network Services for the provision of Telephone Systems Maintenance. The contract will run for a period of three years to March 2016.

## 13.0 REASON/S FOR RECOMMENDATION/S

13.1 The tender submitted by Complete Network Solutions scored highest against the evaluation criteria and also offered the lowest price.

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## APPENDICES

Appendix 1 ~ Tender Evaluation Matrix

## REFERENCE MATERIAL

### SUBJECT HISTORY (last 3 years)

Council Meeting	Date