

## **Part A**

**Report to:** Cabinet

**Date of meeting:** 10 September 2018

**Report of:** Head of Service Transformation

**Title:** Award of Unified Communications, WAN and Personal IT Contracts

### **1.0 Summary**

- 1.1. Unified Communications, new personal IT equipment and a refreshed WAN are key technology enablers of agile and flexible working and are fundamental to delivering the 2020 vision.
- 1.2. Engagement was completed with all services across both councils (as these will be Shared Service contracts) regarding the requirements of the new technologies. This engagement was based on a proposed set of requirements developed by the project team based on their understanding of the councils and how they both work now and want to work in the future and with an understanding of the art of the possible from the available technology in the market.
- 1.3. This then enabled the creation of a requirements document for each tender which was approved by Leadership Team at Watford Borough Council and Management Board at Three Rivers District Council.
- 1.4. Procurement processes for all three contracts were initiated in July 2018 with tenders returned in August and evaluation planned to be complete by the end of September 2018 with contract signature planned for early October and subsequent implementation of the new solutions.
- 1.5. Due to the potential cost of the contracts a Cabinet decision is required for their award; however in order to expedite the contract signature and implementation process delegated authority for the awards is sought. Without this delegation, due to reporting timelines, it would not be possible to get Cabinet approval for the awards until 12 November 2018 thereby delaying the implementation of the new technologies and therefore impacting on the delivery of the 2020 programme and the consequent benefits.

## 2.0 Risks

Potential risk	Mitigation	L.hood	Impact	Score
Failure to agree the delegation will delay the award of contracts with subsequent impact on implementation and benefits realisation	Cabinet requested to provide delegated authority for the decision to award these contracts.	1	4	4

## 3.0 Recommendations

- 3.1. That Cabinet delegate responsibility for the award of contracts for the WAN, Unified Communications and Personal IT equipment to the Head of Service Transformation in consultation with the Portfolio Holder for Resources and Customer Service.

Contact Officer:

For further information on this report please contact: Andrew Cox, Head of Service Transformation

Telephone extension: 01923 278124      email: [andrew.cox@watford.gov.uk](mailto:andrew.cox@watford.gov.uk)

## 4.0 Unified Communications

- 4.1. The new Unified Communications system will replace all of our existing non-mobile telephony, including that used within the Contact Centre. Additionally this will introduce new functionality to support mobile and agile working and provide functionality to enhance collaboration and communication.
- 4.2. The proposed requirements of a general worker (i.e. not CSC) are outlined below:
  - Softphone with a headset (variety of options including a “handset”) to be used by all staff to make telephone calls. N.b. this means there will be no physical phones on desks.
  - Presence to identify when colleagues are available or busy (to be communicated with)
  - Instant messaging

- Conference calling internally and externally
- Video conferencing internally and externally
- Screen sharing and collaboration
- Call transfer
- Voicemail with email alerts and access via email
- Voicemail accessible to managers
- Multi-device calling and answering with one number – softphone, mobile etc
- Call forwarding and re-direction
- Hunt groups
- Global address list integration
- Mobile telephony will continue as currently and is out of scope for this procurement

4.3. The proposed requirements of the CSC (and other backoffice “contact centres” e.g. R&B, Housing) are outlined below:

- Switchboard
- Robust reporting
- Call recording
- Skills-based routing
- Interactive Voice Response (IVR)
- Role-based allocation of calls
- Omni-channel functionality – voice, webchat, email, social media, digital, face-to-face
- Outbound calling
- Wallboards
- Resource planning and rostering
- Webchat
- Speech recognition
- Highly configurable by non-technical users

4.4. In line with the ICT Strategy the contract will be for a cloud-hosted managed service arrangement, which will enable the council to pay a per user cost and thereby provides flexibility as the shape of the council changes.

4.5. The contract will be for an initial term of five years with provision to extend by a

further two years.

- 4.6. The tender process has been conducted under Crown Commercial Services framework RM1045 Lot 10 and there has been significant interest from prospective bidders.

## **5.0 Personal IT Equipment**

- 5.1. The new personal IT equipment will replace the existing equipment used by staff to provide them with fit-for-purpose equipment to do their job as effectively and efficiently as possible and to enable opportunities around mobile and flexible working.
- 5.2. For these purposes the council workforce has been classified into four worker types:
  1. Fixed desk – spend the vast majority of their time in the office working at a desk with no (or very limited) need to access information electronically when away from their desk. Will never need to work from home.
  2. Mobile office worker – spend the majority of their time in a corporate (office) environment, but a significant proportion of their time is spent in meetings or away from a desk where they would need access to electronic information. Needs to be able to work from home if they wish.
  3. Field worker – frontline officers who spend some time in an office environment, but also out “in the field” where they need access to electronic information. For these workers the field is defined as clean and safe (i.e. not outdoors or hazardous from a trips perspective). Needs to be able to work from home if they wish.
  4. Field worker (rugged) – frontline officers who spend some time in an office environment, but also out “in the field” where they need access to electronic information. For these workers the field is defined as a potentially hazardous place (i.e. outdoors, hazardous from a trips perspective). Needs to be able to work from home if they wish.
- 5.3. These worker types were agreed by all services, with the caveat that there are a small number of people who have specific requirements that mean they don’t exactly fit within these classifications and they will therefore require bespoke solutions.
- 5.4. Having considered the worker types and responses from services it is proposed that we procure a call-off contract that will provide a selection of devices. This will provide staff with some choice about the device they have, as individuals will have some preference; however to ensure that overheads are minimised and to provide as simple as support model as possible the number of different device types also needs to be minimised.

- 5.5. The proposed device types are:
- 2 in 1 type device with similar functionality to a Surface Pro
  - Small screen laptop
  - Large screen laptop
- 5.6. Staff of the worker type “Field worker (rugged)” will also be provided with a tablet device in a rugged case to capture and input data in the field. These will be provided by the existing mobile phone contract and will have 4G capability.
- 5.7. The contract will be a call-off type arrangement enabling us to purchase devices against these requirements across the contract period.
- 5.8. Additional provisions in the contract will include buy-back of redundant equipment, imaging of new devices and break-fix support for the equipment.
- 5.9. The contract will be for a period of six years with provision to extend by a further two years.
- 5.10. The tender process has been conducted under Crown Commercial Services framework RM3733 Lot 1 and there has been significant interest from prospective bidders.

## **6.0 WAN**

- 6.1. The WAN is the provision of communications between all sites e.g. Watford Town Hall to Three Rivers House, and communications to the outside world.
- 6.1.1. The current WAN has the following challenges:
- Is a multi-line, multi-vendor solution, grown organically over a number of years. This is complicated to manage and costly to run
  - It is not resilient
  - Not scalable or flexible
  - In-house expertise are minimal or there is a single point of failure
- 6.2. The new WAN (Wide Area Network) will replace the existing WAN provision, enabling the Unified Communications implementation to take place
- 6.3. The contract will be for an initial term of five years with provision to extend by a further two years.
- 6.4. The tender process has been conducted under Crown Commercial Services framework RM1045 Lot 1 and there has been significant interest from prospective bidders.

## **7.0 Implications**

### **7.1. Financial**

7.1.1. Following soft-market testing it is anticipated that the total annual revenue cost of the contracts for Unified Communications and WAN will be no more than the existing provision, which is approximately £200,000 per annum across both councils (based on analysis of 2017/18 spend).

7.1.2. The Capital programme has £970,000 allocated to ICT projects in 2018/19 and £834,000 in 2019/20. Provision has been made within these budgets to enable complete roll-out of these technologies by the end of the 2019/20 financial year based on anticipated costs and there is contingency available to address any increases in these costs following the procurement processes.

### **7.2. Legal Issues (Monitoring Officer)**

7.2.1. The Head of Democracy and Governance comments that the procurement is being undertaken through government frameworks that have already been through a compliant OJEU process.

### **7.3. Equalities / Human Rights**

7.3.1. None.

### **7.4. Staffing**

7.4.1. None.

### **7.5. Accommodation**

7.5.1. The implementation of these technologies enables greater opportunities for flexible working by staff. This in turn is anticipated to allow a compression of working space, releasing capacity in the Town Hall Annexe building and providing an opportunity for the council to drive further income through the lease of another floor in the building, in addition to the ground floor, to the BBC, and the first floor, to the NHS.

### **7.6. Sustainability**

7.6.1. As key enablers of the Watford 2020 programme these technologies will contribute to the council's on-going financial sustainability supporting the delivery of the financial savings attributed to the programme.

7.6.2. The Personal IT equipment contract will include buy-back provisions such that redundant IT equipment can be purchased from the council by the supplier to be recycled either as complete units or as component parts.

## **Appendices**

None

## **Background Papers**

The following background papers were used in the preparation of this report. If you wish to inspect or take copies of the background papers, please contact the officer named on the front page of the report.

- Unified Communications tender documentation
- WAN tender documentation
- Personal IT Equipment tender documentation