

Report of: IT Resource Manager, Digital and Information Services

Report to Decision Maker: Chief Digital and Information Officer

Date: 20th March 2018

Subject: Request to seek a waiver of CPRs 9.1 and 9.2, to continue with the current commercial agreements with British Telecommunications plc (BT), for the continuing provision of 'direct exchange lines (PSTN); Direct Dial in telephone lines (DDIs) and Data lines.

Are specific electoral wards affected? If yes, name(s) of ward(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for call-in?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, access to information procedure rule number: Appendix number:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Summary of main issues

1. The Council currently has agreements in place for the provision of PSTN and DDI services. These agreement are on an annual rolling commercial arrangements with British Telecommunications plc (BT), the following services are required for various business areas within Leeds City Council:
 - Legacy Ericsson DDI's ranges approximately 7k numbers.
 - Cisco DDI's range with 300 numbers.
 - Legacy PSTN numbers.
 - Data line for Lofthouse Children's Centre based at Rodillian Academy.
2. It is the Councils intention to either cease the above services or migrate them to the Yorkshire and Humber Public Services Network (YHPSN) agreement which is being re-procured and is expected to be awarded during April/May 2018.
3. Until the YHPSN agreement is awarded and plans for migration are clear the Council will need to continue with current arrangements.
4. YHPSN will continue to be the sourcing route for new PSTN, DDI and Data Line services.

Recommendations

5. The Chief Digital and Information Officer is recommended to waive CPR 9.1 and 9.2 and approve the continuation of all current contracts and any additional services with British Telecommunication plc for PSTN lines, DDI ranges and Data Line. To cover a period of up to 18 months during which time expenditure will not exceed £170,000.00.

1. Purpose of this report

- 1.1 To seek approval of the Chief Digital and Information Officer to waive CPR 9.1 and 9.2. To allow the continuation of the current agreements for the supply of PSTN, DDI and Data line services with British Telecommunication plc for a period of up to 18 months, during which time expenditure will not exceed £170,000.00.

2. Background information

- 2.1 The BT PSTN estate is managed by the DIS Finance Team, Legacy Ericsson and Cisco DDIs are managed and allocated as part of internal telephony infrastructure managed by the DIS Voice Team. The Data Line for Lofthouse Children's Centre is currently with the DIS Service Development Team who are working on a solution with Rodillian Academy
- 2.2 Any new requirements within scope of this provision would be directed through the existing YHPSN agreement or the new YHPSN agreement when awarded post April 2018.
- 2.3 The current agreements for these services are on the suppliers' terms and conditions and this will continue until they are migrated to the YHPSN agreement or ceased.
- 2.4 A piece of work to establish the current use of the remaining PSTN lines is being carried out before ceasing to ensure no loss of service to customers and that these are not being used by essential service such as Alarm lines, Lift Lines and Care Lines. This also applies to the DDI's utilised by the legacy Ericsson telephone system and Cisco telephone system where discussions are taking place on whether to cease or port these over to the YHPSN agreement.

3. Main issues

- 3.1 The Council holds a number of PSTN, DDI and Data line with British Telecommunication plc on rolling agreements, it is the Councils intention that these PSTN, DDI and Data lines are either ceased or migrated to the YHPSN agreement over the next 18 months.
- 3.2 The existing BT DDI range utilized as part of the Councils legacy Ericsson telephone estate (7k numbers) are due to be ceased/ported to YHPSN over the coming months.
- 3.3 There are a number of PSTN lines located within various council and residential properties where their function is currently unknown, e.g. Alarm lines, Lift Line and Care Lines. Work is ongoing to identify the location of these lines and the services they are providing, ceases will be placed with BT as and when confirmation is provided that services are no longer required by business areas.
- 3.4 It has not been possible to identify a number of services being provided by BT, services which remain unidentified must be retained to ensure there is no loss/disruption to critical services such as residential care lines. Solutions are being considered for residential care lines but the options are limited due to the nature of the service:
 - a) Moving provider for care lines. The initial view is that this could cause significant disruption and should be avoided until a more suitable long term solution is identified.

- b) Install new PSTN line under YHPSN framework and dual run for a period with the current lines to ensure minimum disruption. The initial view is that residential properties don't have capacity for this solution.

3.5 Digital and Information services have recently been made aware of additional telephone numbers that may need to be retained rather than ceased and transferred back to current service provider BT:

- a) Adult social Care have 3 DDI's allocated within the legacy Ericsson telephone systems BT DDI range that will be transferred back to BT. These DDI's are advertised on equipment loaned out by the independent living team. The plan is now to liaise with BT to establish how we can port these 3 DDI's over to the YHPSN agreement.
- b) DIS Voice Team supports a small number of BT DDIs (300) assigned to the Cisco telephone system that is utilised by a small number of schools using the ICT4Leeds service. Discussions are taking place to determine if these can be ceased and transferred back to BT which is the voice teams preferred option to facilitate the simplifying of the authorities telephony infrastructure, this could result in recognized numbers being changed. If changing numbers is not an option discussions will be required with BT around porting these DDIs over to YHPSN framework provider.

3.6 A solution for the Data line for Lofthouse Children's Centre based out of Rodillian Academy is currently being considered.

4. Corporate considerations

4.1 Consultation and engagement

- 4.1.1 Consultation has taken place with ICT Strategic Sourcing and consideration was given to various procurement routes.
- 4.1.2 Consultation will take place with individual service areas and required approvals sought prior to any services being procured.

4.2 Equality and diversity / cohesion and integration

- 4.2.1 There are no equality and diversity/cohesion and integration issue associated with this decision.

4.3 Council policies and best council plan

- 4.3.1 The Councils Digital and Information Services will continue to provide key services to directorates within the Council that deliver key services to the citizens of Leeds. Continuation of the current PSTN, DDI and Data line services, to support delivery of key services to the Authority and Residents.

4.4 Resources and value for money

- 4.4.1 Continuation of the current commercial arrangements with British Telecommunication plc will ensure no disruption to the services being provided.
- 4.4.2 Consideration was given to the use of Crown Commercial Services Network Services framework to compete these services as an interim arrangement but this route to market was not considered to offer value for money as the solutions offered are in many cases higher specification than those required and costs are higher than those currently being paid.

- 4.4.3 Current services and any additional services will be funded from budgets within the individual services area for which they are provided.
- 4.4.4 Significant work is ongoing by the Digital and Information Services Voice and Finance Team to cease or port the existing PSTN lines and DDI ranges by the end of financial year 2018-19. This work also involves investigating lines showing £0 billing which may still be in use by alarm, lift and care services that cannot be ceased. This investigation will highlight lines that are no longer required and save on porting charges currently costing £83 per line.
- 4.5 Legal implication, access to information, and call-in**
- 4.5.1 The decisions highlighted in this report will be taken by the Chief Digital and Information Officer in line with the officer delegation scheme as detailed in Part 3 of the Council's Constitution.
- 4.5.2 The overall value of this decision will not exceed £170,000.00 making this a significant operational decision and not subject to call in. There are no grounds for keeping the contents of this report confidential under the Access to Information Rules.
- 4.5.3 Although there is no overriding legal obstacle preventing the waiver of CPR 9.1 and 9.2, the above comments should be noted. In making their final decision, the Chief Digital and Information Officer should be satisfied that the course of action manages the risks highlighted above and represents best value for the Council.
- 4.6 Risk management**
- 4.6.1 Risks associated with the management of these contracts will continue to be managed by Digital and Information services.
- 4.6.2 The alternative to continuing with the current arrangements is to port all PSTN lines over to the YHPSN agreement but while it is unclear what some lines are being used for the council runs the risk of causing significant disruption to care services building alarms and lift, which is unacceptable.
- 4.6.3 A number of key council services have publicised their numbers over the years which has prevented DDI's from being migrated/ceased in the past. Work is currently taking place to facilitate a port of these DDI's over to YHPSN agreement.
- 4.6.4 The Data line for Lofthouse Children's Centre based at Rodillian Academy provides network access to a telephony and network access which is crucial to the services being provided.
- 5. Conclusions**
- 5.1 Due to the reasons set out in this report, it has been determined that approval should be sought to waiver CPR 9.1 and 9.2, to allow the continuation of the commercial arrangements with British Telecommunication plc. For the supply of PSTN lines, DDIs and Data lines for a period of up to 18 months, expenditure will not exceed £170,000.00.
- 5.2 There is a continuing need for PSTN Lines and DDI ranges by the various business areas within Leeds City Council, it would be reasonable to continue the commercial arrangement already in place with British Telecommunication plc. This will allow for the continued delivery of PSTN, DDI and Data Line services to current users, at a service level required by users and at an acceptable cost.
- 6. Recommendations**
- 6.1 The Chief Digital and Information Officer is recommended to approve the continuation of the current commercial arrangements with British Telecommunication plc by granting approval to Waiver the Contract Procedure Rules 9.1 and 9.2, for provision of PSTN, DDI and Data Line services for a period of up to 18 months during which expenditure will not exceed £170,000.00

7. Background documents

7.1 None