

Report of Exchange and End User Device Manager
Report to Chief Digital and Information Officer
Date: 15th July 2019
Subject: Approval to direct award via the Crown Commercial Services (CCS) Framework (RM1045) Lot 3: Traditional telephony services for the supply Fixed Line Telephony (Wholesale Line Rental).

Are specific electoral Wards affected? If relevant, 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 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

- 1.1 The Council had a contract under YHPSN Schedule 14 for the supply of Mobile Voice and Data and Fixed Line Telephony. This contract ended on the 31st March 2019 and 30th June 2019 for each service retrospectively.
- 1.2 The service was provided by Virgin Media Business Ltd (VMB).
- 1.3 A new contract under the CCS RM1045 Framework (RM1045) was entered in January for 2019 the supply of Mobile Voice and Data and most elements of Fixed Line Telephony.
- 1.4 The Wholesale Line Rental (WLR) element of Fixed Line Telephony was not included in this contract due to an opportunity to save the council money by reducing the number of zero billing WLR lines.
- 1.5 WLR lines include high risk lines such as Care Ring for vulnerable adults. Moving these lines to a new supplier will introduce an element of risk of downtime on these lines.
- 1.6 Moving WLR lines to a new supplier introduces work to DIS to manage this project therefore increasing costs to the council.

Recommendations

1. The Chief Digital and Information Officer is recommended to approve the use of Crown Commercial Services Technology Products Framework (RM1045) via a Direct Award to provide a route to provide WLR services Virgin Media Business Ltd for a period of 36 months.
2. Sign the contract prior to July 19th to ensure the contract is in place by the end of the RM1045 Framework which is 26th July 2019.

1 Purpose of this report

- 1.1 This report seeks approval from the Chief Digital and Information Officer to approve the use of Crown Commercial Services Technology Products Framework (RM1045) via a Direct Award under Lot 3 to provide Wholesale Line Rental (ISDN, Business Exchange Lines and Call Costs) with VMB for a period of 36 months.
- 1.2 The anticipated value of spend through the framework is £320,000 over 36 months.

2 Background information

- 2.1 The current contract under YHPSN Schedule 14 for Fixed Line Telephony expired on the 30th June 2019.
- 2.2 The option to enter a new contract with VMB under Crown Commercial Services RM1045 via direct award will not increase costs to the service, and reduce the risk of downtime on key lines such as Care Ring when transferring lines and remove the requirement of DIS resource time to manage the move of these lines.
- 2.3 Using the RM1045 via Direct Award removes the need to undertake a full procurement and associated costs.
- 2.4 Discussions have taken place with Crown Commercial Service regarding RM1045, the following advice was provided:
 - “your incumbent (VMB) can publish an SSO (Direct Award) that suits your requirements, however, it must be made available to all potential customers, i.e. cannot quote ' SSO for Leeds City Council only ' and must be available for a minimum of 30 days.”
 - “We advise that you must still evaluate against other catalogues for all the suppliers within your chosen Lot for transparency. “
- 2.5 A full review of all the current Standard Service Offerings (SSO) on the CCS Portal has taken place. This review concentrated on the suppliers who provide the WLR service under Lot 3.
- 2.6 To ensure continuity of key Council services there is a requirement to continue the provision of services to supply WLR lines.

3 Main issues

- 3.1 The current contracts under YHPSN Schedule 14 for the provision of Mobile Voice and Data and Fixed Line Telephony ended on 31st March 2019 and 30th June 2019 respectively.

3.2 The CCS Technology Framework provides a compliant route to provide Fixed Line Telephony via a Direct Award.

3.3 Due to the uncertainty of how many lines to include in the contract as the work to reduce these was continuing it was not possible to undertake alternative methods of procurement as these alternative methods would have needed to start sooner and required the number of lines as part of the requirements specification.

4 Corporate Considerations

4.1 Consultation and Engagement

4.1.1 The Head of Operational Services and Chief Digital and Information Officer have been consulted.

4.2 Equality and Diversity / Cohesion and Integration

4.2.1 There are no Equality and Diversity / Cohesion and Integration issues associated with this decision.

4.3 Council Policies and City Priorities

4.3.1 The provision of Fixed Line Telephony underpins the delivery of the Council ICT Services which supports the delivery of ICT Policies and the Best Council Plan.

4.4 Resources and Value for Money

4.4.1 The CCS RM1045 Framework via Direct Award provides quick access to a contract which meets the needs of the council without the resource commitment to undertake a full tender.

4.4.2 The VMB offering does not increase costs throughout the 36 months whereas the other offering on the RM1045 Framework Lot 3 did not.

4.5 Legal Implications, Access to Information and Call In

4.5.1 The CCS Framework RM1045 has been reviewed and to the best of the Council's knowledge, in accordance with the Public Contract Regulations 2015 and is not the subject of any challenge.

4.5.2 Use of an approved framework is fully in accordance with the CPRs, which define an Approved Framework as an agreement set up by an external organisation which has been authorised by the Procurement and Commercial Service. It is considered that such authorisation is merited for these agreements.

4.5.3 The terms of the Frameworks are current and the terms and conditions of the Frameworks and the call-offs are considered acceptable to the Council.

4.5.4 In making their final decision, the Chief Digital and information Officer should note the above comments and be satisfied that the course of action chosen represents best value for the Council.

5 Risk Management

5.1 The Crown Commercial Service has advised that the council evaluate against other catalogues for all suppliers who provide the required functionality or transparency. This has been undertaken, concentrating on the confirmation that costs will not increase throughout

the contract. There are no other catalogues which match the requirements of Leeds City Council.

5.2 The service will be managed by the Exchange and End User Device Manager.

6 Conclusions

6.1 To ensure costs for the service do not increase over the next 36 months the Council should undertake a Direct Award under the CCS RM1045 Framework Lot 3 to VMB for the provision of Fixed Line Telephony (WLR Lines).

6.2 To mitigate the risk of having to migrate the high risk to personal safety (Care Ring) to a new WLR lines.

7 Recommendations

7.1 The Chief Digital and Information Officer is recommended to approve the use of Crown Commercial Services Technology Products Framework (RM1045) via a Direct Award to provide a route to provide WLR services Virgin Media Business Ltd for a period of 36 months.

7.2 Sign the contract in prior to July 19th, to ensure the contract is in place by the date the current RM1045 Framework end date of the 26th July.

8 Background documents

8.1 None