

# Record of decision taken under delegated powers by a council officer



Title:	<b>Orbis Telephony &amp; Contact Centre Solution</b>
Key Decision:	Yes
Reason Key:	Over £1m
Decision taken under delegation by virtue of:	Cabinet Meeting – 15 <sup>th</sup> December 2020 - Annual Forward Plan 2021/22 – minute 212/20

## Summary

In response to current and emerging requirements for improved communication facilities, the Council decided to replace and improve their existing office telephony and contact centre services.

This contract is for the supply of services in respect of a Microsoft Teams Voice solution with integrated Microsoft certified contact centre and associated SIP / Call plan services. The successful supplier will be responsible for providing the Council a two-phase migration from the Councils' existing telephony environment to Teams Voice. The two phases for the Council are:

- Microsoft Teams Voice and associated SIP / Call plan network services.
- Cloud based contact centre telephony.

To support a phased migration, the Council is looking to engage a supplier to provide the design, any associated hardware, the installation / configuration and support services for Microsoft Teams Voice, an integrated contact centre and the associated SIP / Call Plan services.

Procurement invited 44 providers from the CCS Network Services 3 Lot 4b & Lot 4c to respond to a further competition. We received 9 bids, with 7 responses fully evaluated and 2 responses disqualified due to not meeting the required minimum quality scores in key areas.

Following completion of the evaluation 4Net Technologies Ltd has been identified as the preferred supplier, achieving the highest overall score based on both price and quality.

**Decision made**

It was AGREED that:

1. A contract is awarded to 4Net Technologies Ltd.

**Reasons for Decision:**

The Supplier has been identified as the most economically advantageous solution following a further competition under the Crown Commercial Service (CCS) RM6116 Network Services 3 framework.

Decision taken by:	Leigh Whitehouse, Deputy Chief Executive and Executive Director for Resources
Decision taken on:	01 December 2023
To be implemented on:	06 December 2023

**Alternative options considered**

As described in the attached Procurement Report

**Summary of any financial implications**

As described in the attached Procurement Report.

**Declarations of conflicts of interest**

None

**Consultation/Process Followed**

Consultation required by the Procurement included the following:

- Orbis Telephony Board (including Matt Scott, Chief Digital Information Officer)
- Finance – Clare Darling, Finance Business Partner
- Procurement – Nathaniel Burrows, Procurement Partner

**Background Documents****Exempt:**

Procurement report	Yes
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