

## **POLICY AND RESOURCES COMMITTEE - 4 SEPTEMBER 2018**

### **PART I – DELEGATED**

#### **8. AWARD OF UNIFIED COMMUNICATIONS, WIDE AREA NETWORK (WAN), PERSONAL IT CONTRACTS**

##### **1 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 enabling accommodation space rationalisation for Three Rivers District Council (TRDC).
- 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 Policy and Resources Committee 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 P&R approval for the awards until late October 2018 thereby delaying the implementation of the new technologies and therefore impacting on the delivery of the consequent benefits.

##### **2 Details**

- 2.1 Unified Communications
  - 2.1.1 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.
  - 2.1.2 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

2.1.3 The proposed requirements of the CSC (and other back office “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

- 2.1.4 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.
- 2.1.5 The contract will be for an initial term of five years with provision to extend by a further two years.
- 2.1.6 The tender process has been conducted under Crown Commercial Services framework RM1045 Lot 10 and there has been significant interest from prospective bidders.
- 2.2 Personal IT Equipment
- 2.2.1 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.
- 2.2.2 For these purposes, the council workforce has been classified into four worker types:
- 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.
  - 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.
  - 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.
  - 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.
- 2.2.3 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.
- 2.2.4 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 but, 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.
- 2.2.5 The proposed device types are:

- 2 in 1 type device with similar functionality to a Surface Pro
  - Small screen laptop
  - Large screen laptop
- 2.2.6 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.
- 2.2.7 The contract will be a call-off type arrangement enabling us to purchase devices against these requirements across the contract period.
- 2.2.8 Additional provisions in the contract will include buy-back of redundant equipment, imaging of new devices and break-fix support for the equipment.
- 2.2.9 The contract will be for a period of six years with provision to extend by a further two years.
- 2.2.10 The tender process has been conducted under Crown Commercial Services framework RM3733 Lot 3 and there has been significant interest from prospective bidders.
- 2.3 Wide Area Network
- 2.3.1 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.
- 2.3.2 The current WAN has the following challenges:
- It 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
  - It is not scalable or flexible
  - In-house expertise is minimal or there is a single point of failure
- 2.3.3 The new WAN will replace the existing WAN provision, enabling the Unified Communications implementation to take place
- 2.3.4 The contract will be for an initial term of five years with provision to extend by a further two years.
- 2.3.5 The tender process has been conducted under Crown Commercial Services framework RM1045 Lot 1 and there has been significant interest from prospective bidders.

### **3 Options and Reasons for Recommendations**

- 3.1 Due to the potential cost of the contracts a Policy and Resources Committee decision is required for their award.

### **4 Policy/Budget Reference and Implications**

4.1 The recommendations in this report are within the Council's agreed policy and budgets as the IT provisions that are being procured support the effectively delivery of all Council services.

## **5 Financial Implications**

5.1.1 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).

5.2 The Capital programme has £495,000 allocated to ICT projects in 2018/19 and £244,000 in 2019/20. Provision has been made within these budgets to enable complete roll-out of the WAN and Unified Communications.

5.3 There is some provision with these budgets to roll-out new Personal IT equipment but; if the roll-out is to be completed within existing budgets, this will need to be completed over a number of years through to 2021/22 potentially (subject to final costs from the market).

## **6 Legal Implications**

6.1 None specific.

## **7 Equal Opportunities Implications**

7.1 Relevance Test

Has a relevance test been completed for Equality Impact?	No – there is no change in service as a result of this recommendation.
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## **8 Customer Services Centre Implications**

8.1 The new Unified Communications will be a key system for the Customer Services Centre.

8.2 The Customers Services Manager was fully engaged in the development of the specification and is part of the evaluation team.

## **9 Risk Management and Health & Safety Implications**

9.1 The Council has agreed its risk management strategy which can be found on the website at <http://www.threerivers.gov.uk>. In addition, the risks of the proposals in the report have also been assessed against the Council's duties under Health and Safety legislation relating to employees, visitors and persons affected by our operations. The risk management implications of this report are detailed below.

9.2 The subject of this report is covered by the ICT service plan(s). Any risks resulting from this report will be included in the risk register and, if necessary, managed within this/these plan(s).

9.3 There are no risks to the Council in agreeing the recommendation(s).

The following table gives the risks that would exist if the recommendation is rejected, together with a scored assessment of their impact and likelihood:

Description of Risk		Impact	Likelihood
1	Failure to approve this approach to delegated decision-making would delay the signing of contracts and therefore the implementation of the new technologies which are fundamental to the delivery of new organisational ways of working and delivery of financial benefits as a consequence of new ways of working.	3	1

9.4 Of the risks detailed above none is already managed within a service plan.

9.5 The above risks are plotted on the matrix below depending on the scored assessments of impact and likelihood, detailed definitions of which are included in the risk management strategy. The Council has determined its aversion to risk and is prepared to tolerate risks where the combination of impact and likelihood are plotted in the shaded area of the matrix. The remaining risks require a treatment plan.

<b>Likelihood</b>	A						Impact	Likelihood
	B						V = Catastrophic	A = >98%
	C						IV = Critical	B = 75% - 97%
	D						III = Significant	C = 50% - 74%
	E						II = Marginal	D = 25% - 49%
	F						I = Negligible	E = 3% - 24%
		I	II	III	IV	V		F = <2%
	<b>Impact</b>							

9.6 In the officers' opinion none of the new risks above, were they to come about, would seriously prejudice the achievement of the Strategic Plan and are therefore operational risks. The effectiveness of treatment plans are reviewed by the Audit Committee annually.

## 10 Recommendation

10.1 That Policy and Resources Committee delegate responsibility for the award of contracts for the Wide Area Network, Unified Communications and Personal IT equipment to the Director of Finance in consultation with the Lead Member for Resources and Shared Services.

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### Data Quality

Data sources: None

Data checked by: NA

Data rating:

<b>1</b>	<b>Poor</b>	
<b>2</b>	<b>Sufficient</b>	<b>X</b>
<b>3</b>	<b>High</b>	

**Background Papers:** None

**APPENDICES / ATTACHMENTS:** None