



## Officer Decision Record

### 1. Subject and details of the matter (to include reasons for the decision)

Approval to award the contract for Telephony and Audio-Conferencing Upgrade and Support.

The Council is out of support for their current version of the Cisco Telephony System version 11.5.1.15900-18 and requires the Supplier to upgrade the system to the latest supported version and then provide on-going support. This includes the use of Cisco Finesse for the Contact Centre solution and Jabber for staff making and receiving external calls and the ability to set up telephony conference calling.

A further competition was run under the Crown Commercial Service Network Services 2 (RM3808) Framework, Lot 10 Unified Communications.

Approval to undertake the procurement was granted by the Director of Resources and Governance.

An exception to the Contract Procedure Rules, to access the Crown Commercial Service framework was approved.

The Call-Off Contract duration is for a period of thirty-six (36) months.

The whole life contract value is £227,747

Following the completion of the evaluation process, Cisilion Ltd has been identified as the Most Economically Advantageous Tenderer.

### 2. Is it a Key Decision as defined in the Constitution?

No

**3. Details of Decision**

Award the contract for Telephony and Audio-Conferencing Upgrade and Support to Cisilion Ltd.

**4. Is it an Urgent Decision? If yes, specify the reasons for urgency Urgent decisions will require sign off by the relevant scrutiny chair(s) as not subject to call in.**

No

**5. Anticipated outcome(s)**

The contract for Telephony and Audio-Conferencing Upgrade and Support is awarded to Cisilion Ltd.

**6. Details of any alternative options considered and rejected by the officer when making the decision**

To not award the contract. Cisilion Ltd has been identified as the Most Economically Advantageous Tenderer and so there is no reason to not award.

**7. Background documents considered**

None.

**8. Does the taking of the decision include consideration of Exempt information? If yes, specify the relevant paragraph of Schedule 12A and the reasons**

**9. Details of any conflict of interest declared by any Cabinet Member who was consulted by the officer which relates to the decision (in respect of any declared conflict of interest, please provide a note of dispensation granted by the Council's Chief Executive)**

No conflicts of interest have been identified.

**10. Monitoring Officer Comments (Monitoring Officer or Deputy Monitoring Officer)**

The decision has followed a compliant process via an approved procurement framework. The upgrade, and award of the contract, is required to continue on a supported version of the system, which would otherwise not be fit for purpose.

**11. Section 151 Officer Comments (Deputy S151 Officer or nominee)**

The contract tender and evaluation process aims to ensure the Council achieves best value from contracts. The cost of around £76k per annum will be required to be met from the service's approved budget envelope.

**12. Human Resource Comments (Strategic Workforce Lead or nominee)**

There are no direct HR implications

**13. Risk Assessment (in accordance with the Report Writing Guide)**

The risk associate with not awarding this contract is that the Council will continue to be on an unsupported version of the Cisco Telephony System.

**14. Decision Maker(s):**

Name: Sharon Wroot

Title: Executive Director, Environment,  
Economy and Resources

Signed: REDACTED

Dated: 3<sup>rd</sup> March 2021

**15. Consultation carried out with  
Portfolio Holder(s):**

Name: Councillor Stan Shreeve

Title: Portfolio Holder for Finance,  
Resources and Assets

Signed: REDACTED

Dated: 3<sup>rd</sup> March 2021

**16. If the decision is urgent then  
consultation should be carried out  
with the relevant Scrutiny  
Chair/Mayor/Deputy Mayor**

Name: N/A

Title: N/A

Signed: N/A

Dated: N/A