

29 November 2012

This record relates to Agenda Item 93

## RECORD OF POLICY & RESOURCES COMMITTEE DECISION

**SUBJECT:** VOICE AND UNIFIED  
COMMUNICATIONS SERVICES  
PROCUREMENT

**AUTHOR:** PAUL COLBRAN

### THE DECISION

- (1) That the procurement of Services (Voice and Unified Communications and Collaboration), consisting of Annual Maintenance and Support, Supplies and Services, to replace the existing voice element of the current VMB contract which expires in 2013 be approved; and
- (2) That the Director of Finance be granted delegated authority to award a 3-year Voice and Unified Communications Services contract(s), with an option to extend for up to 2 years (3+1+1).

### REASON FOR THE DECISION

Voice and unified communications services are essential to the Council's daily business, and are also key access channels. Procurement of the contract(s) as proposed assures the availability of the tools and functions used by staff and customers, and supports business continuity across the Council's services.

### DETAILS OF ANY ALTERNATIVE OPTIONS

Do nothing: This is not considered a viable option as the council must maintain voice services for staff and provide voice based customer channels.

Further extension of existing contract: There is no provision for further extension of the contract with VMB and it no longer offers best value for money.

**Proper Officer:**

Date: 30/11/2012

Mark Wall, Head of Democratic Services

**Signed:**



### CALL-IN FOR SCRUTINY

Note: This decision will come into force at the expiry of 5 working days from the date of the meeting at which the decision was taken subject to:

- (i) any requirement for earlier implementation of the decision or,
- (ii) the decision being called in for review by 5 Members from two or more

Groups represented on the Council.

