

Report to Cabinet
21 June 2017
Report of Director of business services
Subject Telecom line rental and call charge services

Item

9

Purpose

To seek approval from cabinet to award a contract for future provision of telecom line rental and call charge services.

Recommendation

To award the contract for the provision of telecom line rental and call charge services to Adept Telecom Plc for one year with an option to extend for up to two years (one year at a time).

Corporate and service priorities

The report helps to meet the corporate priority; value for money services

Financial implications

The financial consequence of this report is an approximate spend of £280,000 from existing budgets over a three year period.

Ward/s: All Wards

Cabinet member: Councillor Kendrick - Resources

Contact officers

Jane Allen, service improvement manager 01603 212497

Steve Day, head of IT 01603 212698

Background documents

None

Report

Background

1. The Council currently spends approximately £76,000 per annum on telecom line rental services (including call, business broadband, alarms and CCTV), and approximately £16,500 per annum on call charges.
2. The framework to provide telecom services is due to expire 30 June 2017. The Council has been with the existing service provider (Adept Telecom) for three years. A good service has been delivered, but there is no capacity to extend this contract under the current framework.

Options considered

3. The current ESPO framework has expired and no replacement is available.
4. LGSS intend to tender for telecom provision in July 2017, but this is too late to meet our immediate requirements. We will however look to review this option once the provision is in place to identify whether any benefits can be achieved for Norwich.
5. Our existing service provider (Adept Telecom) is on the Crown Commercial Services framework which offers a direct award solution. Adept has agreed to set up a new contract for one year under this framework and continue to offer the same pricing schedule and service levels as current. This would mean continued good service, no equipment replacement or disturbance to systems due to a change in supplier, and no billing changes.

Appraisal result

6. To provide a good value for money service with no staffing resource impact, the best option is to award to Adept Telecom under the CCS framework for one year on the current charge plan with an option to extend for up to two years (one year at a time).
7. An assessment will be carried out over the next year to compare Adept with alternative providers so that we can see if there is a good case to switch or take up the extension option at the end of the first year.

Integrated impact assessment



NORWICH
City Council

The IIA should assess **the impact of the recommendation** being made by the report

Detailed guidance to help with completing the assessment can be found [here](#). Delete this row after completion

Report author to complete

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|-----------------------------------|--|
| Committee: | Cabinet |
| Committee date: | 21 st June 2017 |
| Director / Head of service | Anton Bull |
| Report subject: | Telecom line rental and call charge services |
| Date assessed: | 12 April 2017 |
| Description: | Future provision of telecom line rental and call charge services |

| | Impact | | | |
|--|-------------------------------------|-------------------------------------|--------------------------|---|
| Economic (please add an 'x' as appropriate) | Neutral | Positive | Negative | Comments |
| Finance (value for money) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Retain existing service provider at same pricing schedule and service levels. |
| Other departments and services e.g. office facilities, customer contact | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| ICT services | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Retain existing service provider with continued good service and no disturbance to systems due to a change in supplier. |
| Economic development | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Financial inclusion | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | | | | |
| Social (please add an 'x' as appropriate) | Neutral | Positive | Negative | Comments |
| Safeguarding children and adults | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| <u>S17 crime and disorder act 1998</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Human Rights Act 1998 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Health and well being | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
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|--|-------------------------------------|-------------------------------------|--------------------------|---|
| | Impact | | | |
| Equality and diversity (please add an 'x' as appropriate) | Neutral | Positive | Negative | Comments |
| Relations between groups (cohesion) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Eliminating discrimination & harassment | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Advancing equality of opportunity | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | | | | |
| Environmental (please add an 'x' as appropriate) | Neutral | Positive | Negative | Comments |
| Transportation | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Natural and built environment | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Waste minimisation & resource use | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Retain existing service provider and equipment |
| Pollution | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Sustainable procurement | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Energy and climate change | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | | | | |
| (Please add an 'x' as appropriate) | Neutral | Positive | Negative | Comments |
| Risk management | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | No disturbance to systems due to a change of supplier |

| Recommendations from impact assessment |
|--|
| Positive |
| |
| Negative |
| |
| Neutral |
| No impact |
| Issues |
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