

**DECISION NUMBER: PCCG-2019-039**

**OFFICE OF THE POLICE AND CRIME COMMISSIONER**

**LEAD CHIEF OFFICER:** Assistant Chief Officer, Resources

**TITLE:** Provision of VOIP Telephone System

**DATE:** 19/07/2019

**TIMING:** Urgent

**PURPOSE:** For decision

**1. RECOMMENDATION**

1.1 To Direct Award the contract to Atos via the Crown Commercial Services (CCS) RM1045 Lot 10 and fully complete the contract before the 26/07/2019.  
This is in accordance with paragraph 20-24 of the Manual Of Corporate Governance Part 3e Standing Orders relating to contracts.

**2. INTRODUCTION & BACKGROUND**

2.1 In 2011 the Welsh Minister awarded a framework agreement to Siemens PLC for the Provision of Telecom Network Services which Gwent Police awarded under.

2.2 The contract was novated over to Atos IT Services UK Limited in 2018

2.3 The contract was further extended from the 17/12/2018 until the 03/11/2019 in conjunction with the CCS framework being extended.

2.4 Atos provide the current Voice over Internet Protocol (VoIP) telephony platform for Heddlu Gwent Police thus all telephones are connected and routed via the related hardware and software. Atos VoIP provision was purchased and installed following a Business Change project which was approved by the OPCC via a report on the 09/01/2014.

Within the Force Control Room the Atos OpenScape Contact Centre (OSCC) software is the contact management platform handling all 999, 101 and switchboard telephone numbers and it also used within the Crime Management Unit to manage telephony. OSCC is required to ensure effective real-time resource and call management to meet demand in addition to providing reporting data regarding demand, performance, trends etc. The next version of OSCC will provide the organisation with enhanced capabilities to manage demand even further thereby more efficient public service.

2.5 The proposed initial contract period would be 36 months from the 27/07/2019 until 26/07/2022, with an option to extend for a further two (2) twelve (12) months. This is the maximum call off period permissible under the framework.

<b>3.</b>	<b><u>ISSUES FOR CONSIDERATION</u></b>
3.1	The Welsh Government issued a statement to those public sector bodies in contract with Atos advising two options available. Option 1 is that the existing CCS framework RM1045 can be used for a direct award with Atos or Option 2 the new framework RM3808 (when awarded) could be used.
3.2	It has been confirmed by CCS that a call off contract using RM1045 must be fully signed before the 26 <sup>th</sup> July 2019 in order to be used before it expires, after that date RM3808 would have to be used.
3.3	It is unknown which suppliers will be on the new CCS Framework RM3808 and the procurement options for calling off under this contract are also unknown.
3.4	The Framework stipulates that suppliers shall publish their standard offers on CCS Marketplace for thirty (30) days and shall be available for all public sector bodies. As there is not thirty (30) days remaining on the framework then this does not apply and the offer will expire along with the framework.
3.5	Should the direct award be made to Atos via RM1045, then the current arrangements made by the extension detailed in 2.3 which are due to expire on the 3 <sup>rd</sup> November 2019 can and would be terminated.
3.6	The direct call off agreement has a variation process within it. CCS have confirmed that it is permissible to vary the frameworks standard Service Level Agreement (SLA) as long as it does not result in a fundamental change to the requirement and if applicable all suppliers are approached allowing them the opportunity to potentially provide a bid.
3.7	<p>Negotiations have taken place between both parties to agree an enhancement to the service levels required from Atos for the following:</p> <ul style="list-style-type: none"> <li>- Annual documented reviews of the system</li> <li>- Six monthly health check</li> <li>- Reports regarding any faults – confirms timings of when the reports are to be provided to Gwent Police.</li> <li>- Change requests – confirming how long Atos has to respond.</li> <li>- Management information reports – provision of.</li> <li>- More beneficial Service Level Agreement's for GWP</li> <li>- Atos will fund the first £7,500.00 (excluding VAT) of its costs of supplying the IVR development project.</li> </ul> <p>In order to formalise the enhancements it would have to be done via the framework variation process signed by both parties. This will be done soon after the direct call off agreement has been signed.</p>
3.8	The Call Off has taken into consideration any premises relocations required during the contract period.
<b>4.</b>	<b><u>NEXT STEPS</u></b>
4.1	Upon approval of this report, the Call Off Order Form would need to be signed

	and returned urgently.
<b>5.</b>	<b><u>FINANCIAL CONSIDERATIONS</u></b>
5.1	The contract value for the initial three (3) years equates to <b>£762,719.32</b> The contract value including extensions (two 12 month extensions) equates to <b>£1,127,365.62</b>
<b>6.</b>	<b><u>PERSONNEL CONSIDERATIONS</u></b>
6.1	There are no additional personnel considerations as a result of this report.
<b>7.</b>	<b><u>LEGAL IMPLICATIONS</u></b>
7.1	No risk was identified with conducting the Direct Award Call Off order.
7.2	Advice was sought from Joint Legal Services regarding the variation to be made after contract award. The advice given was that as long as the framework allowed such variations and there was not a material change in requirement that it was a minimal risk.
<b>8.</b>	<b><u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u></b>
8.1	This report has been considered against the general duty to promote equality, as stipulated under the Strategic Equality Plan and has been assessed not to discriminate against any particular group.
8.2	In preparing this report, consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998.
<b>9.</b>	<b><u>RISK</u></b>
9.1	The framework Call Off Order Form must be fully signed before the framework end date of the 26/07/2019. If the contract is not fully signed then another procurement route would need to be agreed; our current arrangements would then not expire until the 3 <sup>rd</sup> November 2019. However a full scoping exercise would be required to determine and ensure all relevant current requirements are documented and available to other suppliers and a full handover period granted. This could result in insufficient time to finalise a replacement contract, therefore additional counter measures may be required.  The current system provider may not be on the new framework or win a new tender. The force will then need to consider a change of FCR software which will be a long and expensive project which will require a project team and full project plan.
9.2	Whilst permissible and compliant, awarding a contract towards the end of framework may be considered by other suppliers as avoiding competition but the Atos service for the upkeep of the FCR system is absolutely critical to the force.
9.3	Completion of a variation for the enhanced SLA'S within a short period of time of signing the contract could potentially carry a small risk from other

	framework suppliers challenging the decision. Variations are permissible and the variation is not a material change in the service requirement. There is also no cost change associated with the variation.
<b>10.</b>	<b><u>PUBLIC INTEREST</u></b>
10.1	This document can be made available to the public.
<b>11.</b>	<b><u>CONTACT OFFICER</u></b>
11.1	Huw Pearce, Senior Procurement Officer
<b>12.</b>	<b><u>ANNEXES</u></b>
12.1	None.

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**Office of the Chief Constable**

I confirm that Nigel Stephens' report has been discussed and approved at a formal Chief Officers' meeting.

It is now forwarded to the OPCC for approval purposes.

**Signature:**



**Date:** 19.07.2019

**Police and Crime Commissioner for Gwent**

I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct.

The above request has my approval.

**Signature:**



**Date:**

22/7/19

