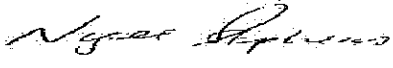
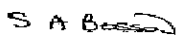
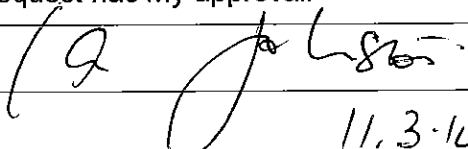


<b>DECISION NO: PCCG-2014-016</b>	
<b><u>OFFICE OF THE POLICE &amp; CRIME COMMISSIONER</u></b>	
<b>TITLE:</b>	<b>Replacement Telephony System (VOIP)</b>
<b>DATE:</b>	<b>9<sup>th</sup> January 2014</b>
<b>TIMING:</b>	<b>As soon as possible</b>
<b>PURPOSE:</b>	<b>For decision</b>
<b>1.</b>	<b><u>RECOMMENDATION</u></b>
1.1	The purpose of this report is to seek approval to replace the current telephony service with a Voice over Internet Protocol (VoIP) based service provided through the Public Sector Broadband Aggregation (PSBA) agreement established by the Welsh Government.
1.2	The contract is awarded for two years, in accordance with paragraph 20 of the Manual of Governance.
<b>2.</b>	<b><u>INTRODUCTION &amp; BACKGROUND</u></b>
2.1	In 2011 the Welsh Minister awarded a framework agreement to Siemens PLC for the Provision of Telecom Network Services. The framework commenced on 27 April 2011 for a duration of five (5) years. The framework is available for all public sector bodies to utilise.
2.2	The organisation currently has a voice and data network providing a variety of services to around 1,500 voice users at 36 sites, throughout Gwent. The current telephony system is a digital Nortel Networks Meridian PABX system which is over fifteen (15) years old.
2.3	The main infrastructure for the current telephony system is now obsolete and no further updates to the system are possible. There is a requirement to install modern telephony and to provide a long term solution to allow the force to plan for its integration with internal systems.
2.4	Elements of the Nortel Meridian System providing 999 services in the Force Control Room (FCR) are now end of life and prompt replacement is required to maintain functionality. The existing system has reached its capacity regarding support for the software licences so a major upgrade would be required in order to move forward and ensure future capacity and support.
2.5	In reviewing the provision of telephony services for the force, consideration has been given to the wider context of how officers and staff should communicate, taking into account other communication devices they have access to and the level of flexibility required by individuals.
<b>3.</b>	<b><u>ISSUES FOR CONSIDERATION</u></b>
3.1	The ability of a VoIP system to support flexible working practices is crucial to supporting the Commissioner's Police and Crime Plan. This will also enable agile working.
3.2	VoIP technology allows for more flexibility in the administration of telephony services. Extension moves can be handled centrally without the need for ICT

	staff needing to physically move equipment, resulting in faster and more efficient moves. It also supports flexible working through call forwarding and 'presence' technology which is not available on our current platform.
3.3	A VoIP system would reduce current costs associated with having PABX terminals at force locations, allowing easier reconfiguring of telephony.
<b>4.</b>	<b><u>NEXT STEPS</u></b>
4.1	On approval of the report, the contract will be issued to Siemens, where it will be signed and returned to the Police and Crime Commissioner.
<b>5.</b>	<b><u>FINANCIAL CONSIDERATIONS</u></b>
5.1	The annual running costs of a VoIP system supplied by Siemens via the PSBA are £187,031.88 per annum with a capital outlay of £525,895.00. Breakdown of costs, setup £387,927.50 (Siemens), 10% contingency, £50,000 installation of a voice recording system (whilst this is a specific Force Control Room requirement a single supplier will make future management of the system more efficient) and the cost of a dedicated ICT employee implementing the system.
5.2	The annual running cost of the existing system is £389,000 and the business case approved at the Business Tasking and Co-ordination Group confirmed annual revenue savings of between £74k - £110 k depending on the number of connections purchased. While some elements of the existing system may be retained (BT annual charge £87,000) there is potential for significant annual cost savings.
<b>6.</b>	<b><u>PERSONNEL CONSIDERATIONS</u></b>
6.1	There are no staffing/personnel considerations.
<b>7.</b>	<b><u>LEGAL IMPLICATIONS</u></b>
7.1	This report has been submitted in line with the European Directives (EU) and the Commissioner's Manual of Corporate Governance.
<b>8.</b>	<b><u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u></b>
8.1	This proposal has been considered against the general duty to promote equality, as stipulated under the Single Equality Scheme and has been assessed not to discriminate against any particular group.
8.2	In preparing this report, consideration has been given to the 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 risk of remaining with the existing telephony system is that service to the public would be impacted. The current system requires development to operate effectively and licenses and hardware are no longer available to support it.
<b>10.</b>	<b><u>PUBLIC INTEREST</u></b>
10.1	Following approval of this report by the Police and Crime Commissioner, this document will be made available to the Public.

<b>11.</b>	<b><u>CONTACT OFFICER</u></b>
11.1	Paula Corfield, Interim Head of Procurement.
<b>12.</b>	<b><u>ANNEXES</u></b>
12.1	None.

For OPCC use only

<b>Office of the Chief Constable</b>	
I confirm that <b>Replacement Telephony System (VOIP)</b> report has been discussed and approved at a formal Chief Officers' meeting. It is now forwarded to the OPCC for approval.	
<b>Signature:</b> 	
<b>Date: 4 March 2014</b>	
	<b>Tick to confirm (if applicable)</b>
<b>Financial</b> The Chief Finance Officer has been consulted on this proposal.	✓
<b>OPCC (insert name)</b> The Chief Executive has reviewed the request and is satisfied that it is correct and consistent with the PCC's plans and priorities.	✓
<b>Legal</b> The legal team have been consulted on this proposal.	N/A
<b>Equalities</b> The Equalities Officer has been consulted on this proposal.	N/A
<b>Chief Executive/ Deputy Chief Executive:</b> I have been consulted about the proposal and can confirm that financial, legal, equalities etc... advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate report to be submitted to the Police and Crime Commissioner for Gwent.	
<b>Signature:</b> 	
<b>Date: 10/03/14</b>	
<b>Police and Crime Commissioner for Gwent</b> 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.	
<b>Signature:</b> 	
<b>Date:</b> 11.3.14	