

# Cabinet

## Confirmed Decision list

### Leader's Urgent Decision

If you have any queries about this decision please contact Kayode Adewumi on 020 8753 2499 or e-mail [kayode.adewumi@lbhf.gov.uk](mailto:kayode.adewumi@lbhf.gov.uk)

**The call-in has expired and the decision can now be implemented.**

1. **TITLE:** Leader's Urgent Decision - Procurement Strategy and Business case in respect of Telephony for duty numbers 2019/2020

2. **DECISION MADE BY:** Leader of the Council

3. **DECISION:**

**It is recommended that the Leader:**

1. Approves the total funds required over 7 years for the Telephony Duty Number strategy as set out in the exempt appendix.
2. Approves the spend for one-off costs and 1<sup>st</sup> year support to be funded from existing budget from Programmes as set out in the exempt appendix.
3. Notes that the spend for on-going annual support from year 2 onwards will be met by operational efficiencies.
4. Approves a waiver of the requirement to have an approved Business Case and Procurement Strategy set out in Contract Standing Order (`CSO`) 8.12 for the purchase of softphone software licences on the grounds that this is in the overall interests of the Council.
5. Approve the purchase of up to 700 Openscape Personal Edition software licences and ongoing support for up to 7years by way of a call-off contract from the RB Kensington & Chelsea framework for network services for the purchase of mobile phones and desk phones with British Telecom plc, and delegate authority to the Strategic Director for Finance and Governance, in consultation with the Chief Information Officer and the Cabinet Member for Finance and Commercial Services to select the BT sub-contractor that will fulfil the Council's requirement. The contract value is stated in the exempt appendix.
6. To approve the waiver of CSOs 10.2 (table 10.2a) of the requirement to seek competitive bids in respect of the purchase of headsets, on the

basis that it is in the council's overall interest to make a direct award.

7. To delegate authority to the Strategic Director for Finance and Governance, in consultation with the Chief Information Officer and the Cabinet Member for Finance and Commercial Services, to make a direct award to Vodafone for the purchase of suitable headsets at a value of approximately £45,000 following a quotation exercise.

4. **REASON FOR URGENCY:**

Leaders approval is required to award contract in order to implement the Duty Number strategy which will ultimately impact all service areas, their front-line telephony services and the way in which teams communicate with residents over a call. A Leader's Urgent Decision is required as a solution needs to be in place before teams begin to decant as part of the West King Street Regeneration programme in June 2019.

5. **ALTERNATIVE OPTIONS CONSIDERED:**

**Option 1:** Do nothing.

**Option 2:** Procure the licences for new desk phones through a call off contract from an existing single-supplier framework agreement set up by the Royal Borough of Kensington and Chelsea on a pan-London basis for Information Technology and Communication Services.

**Option 3:** Expand the use of Netcall and use with corporate mobile phones.

**Option 4:** Procure the licenses for a suitable softphone product (Openscape Personal Edition) through a call-off contract from an existing single-supplier framework agreement set up by the Royal Borough of Kensington and Chelsea on a pan-London basis for Information Technology and Communication Services. **Recommended option.**

6. **CONFLICTS OF INTEREST DECLARED AND DISPENSATIONS GRANTED:**

None

<b>Date of Decision</b>
07 June 2019

**Confirmed Decision List Published on: 13 June 2019**