

## **CABINET MEMBER FOR RESOURCES DECISION MEETING**

RECORD OF DECISIONS taken by the Cabinet Member for Resources, Councillor Hugh Mason, at his decision meeting held on Wednesday 9 June in the Guildhall, Portsmouth. Opposition spokespersons Councillors David Horne (Labour) and Donna Jones (Conservative) were also present.

Councillor Hugh Mason welcomed opposition spokespersons and officers to the meeting.

### **6. Declarations of members' interests (AI 2)**

There were no prejudicial declarations of interest.

### **7. Forward Plan Provision – Item 4 – Replacement of Civic Office Telephone Exchange(s) (AI 3)**

This decision was a Key Decision for the purposes of the Forward Plan as defined in Article 13 of the Consultation but was omitted from the Forward Plan for June 2010 published by the City Council on 14 May 2010.

The Chair of the City Council's Scrutiny Management Panel had been notified of the intention to make the decisions, in accordance with the City Council's Constitution (General Exceptions, Section 15).

#### **DECISIONS:**

**The Cabinet Member noted that this decision was a Key Decision for the purposes of the Forward Plan but was not included in the Forward Plan for June 2010.**

### **8. Replacement of Civic Office Telephone Exchange(s)**

Mel Burns, Head of Information Service presented the report and said that the current system was very old and overloaded now. The BTEX exchange was now effectively obsolete. Whilst the maintenance supplier is able to obtain spare parts to repair the system, they are no longer able to offer a fixed schedule of repair costs.

The AVAYA exchange was installed in 2002. This is connected to the BTEX and was primarily installed to meet the City Help Desk customer service requirements. This system is no longer able to provide the level of reporting information required by the City Help Desk and is undermining the effectiveness of the service.

Mel Burns explained that the Information Service has conducted a thorough evaluation of the two market-leading suppliers for IP Telephony (Avaya and Cisco) through a mini-tender competition on the Hampshire Public Services Network (HPSN2) framework.

By procuring this contract through the HPSN2 framework the City Council have been able to secure unprecedented competitive pricing, enabling the Council to choose products that were found to be significantly over-budget during the soft-market testing phase. In effect the cost has reduced from

£2.5m to £960,000 for a fully converged telephone system.

Mel Burns outlined the benefits of having an end to end system which basically meant that all the products are from one manufacturer which ensured there were no compatibility problems.

She said that she would like to go for the CISCO system as it is a fully converged system. It is very robust and she personally has much experience of it. She has overseen the introduction of this system in other places and has developed a good working relationship with the company. CISCO is the market leader in this field and its products last much longer in her experience than similar products in the same field.

During discussion the following points were made

- The new system will aid flexible working as it can offer voicemail, better phones, new handsets, video conferencing and is a portable system.
- It is possible that savings may be delivered following the introduction of the new system. For example, currently housing has the feature net system which costs £70k each year and it may be possible to use the CISCO system to provide something similar within the system at no annual cost. However, this is not yet known.
- With regard to home working, it would be possible to connect people to the council system through the internet – a bit like a corporate SKYPE system.
- If the AVAYA system was used, there would still be some CISCO technology and systems work best where components are all from one system as compatibility does not become an issue. Mel Burns would always recommend an end to end system.

The Cabinet Member for Resources said he thought the contract with CISCO represented a good deal and agreed the recommendations.

#### **DECISIONS:**

**The Cabinet Member decided that**

- (i) approval be given to the implementation of a replacement telephone exchange serving the Civic Offices and adjoining Council property at an estimated cost of £960,000 funded from the capital estimate provision for this scheme contained within the approved capital programme.**
- (ii) Approval be given for the Head of the Information Service to enter into a contract for the provision of a replacement telephone exchange system, as described in this report, subject to the terms and conditions of contract being in a form agreed by the Head of Legal, Licensing and Registrar's.**

**9. Date of Next Meeting (AI 5)**

**That the date of the next meeting be scheduled for 8 July 2010 at 8.30am. Venue to be arranged.**

The meeting concluded at 10.20am

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Councillor Hugh Mason  
Cabinet Member for Resources