

To: POLICY AND RESOURCES (FINANCE & CUSTOMER SERVICES) SUB-COMMITTEE		Subject: Contact Centre Automated Call Distribution (ACD) Telephony System
From: HEAD OF E-GOVERNMENT & SERVICE DEVELOPMENT		
Date: 5 February 2014	Ref: IMcK/DK	

1. Purpose of the Report

- 1.1. The purpose of the report is to seek Committee Approval to award a contract for the Supply, Installation, Commissioning and Maintenance of a Contact Centre ACD Telephony System to Unify Enterprise Communications Limited.

2. Background

- 2.1. On 23 January 2013, Committee will recall granting approval to conduct a mini competition for the procurement of an ACD System, from a Government Procurement Service national collaborative framework RM 1498 PSN Services – Lot 5.
- 2.2. The mini competition was conducted by the Council in accordance with the terms and conditions of the framework agreement. Eleven (11) pre-qualified approved framework suppliers were invited to tender for the contract opportunity and two (2) tenders were submitted.
- 2.3. The estimated value of the proposed procurement was approximately £480,000, comprising £200,000 initial capital outlay and approximately £280,000 revenue for maintenance and support through a 7 year period.
- 2.4. The duration of the proposed contact is a five year period with the option to extend for a further two year period and thereafter renewable annually by mutual agreement between the Supplier and the Council without further call for competition.
- 2.5. The reason for the proposed contract extension period was to take consideration of future developments and emerging technologies in the marketplace ensuring that the Council continue to deliver best value by using leading technology in this area and to allow flexibility to review Service priorities at the end of the initial 5 year period and/or the 2 year extension period.

3. Corporate Considerations

- 3.1. Tenders were evaluated by Council Officers from Efficient Government and Service Development, specialising in telecommunications and contact centre telephone management.
- 3.2. Tenders were evaluated on a most economically advantageous basis against the published criteria and a price and quality ratio of 30:70% respectively.
- 3.3. The outcome of the evaluation process has been tabulated below:

3.3.1 The outcome of the Cost Analysis is summarised below, showing the comparison between the two tenderers:

Summary of Costs - Contact Management Telephone System				
Supplier		BT	Unify	% Diff
One-off Capital Cost		£189,518.39	£187,605.00	101.02
Ongoing annual Costs (Standard Cover – not 24/7)		£293,919.96	£284,186.56	103.43
Total		£483,438.35	£471,791.56	102.47

3.3.2 Both suppliers proposed the Netcall Liberty product so the requirements are identical. Due to this, the analysis does not require a comparison, and is summarised in the table below:

Statement of Requirements Section	Total Questions	Maximum Score Possible	Minimum Score Required	Average Score	Weighting	Total Points
Core Technical Requirements	17	68	34	42	25%	15
Core User Requirements	5	20	10	19	25%	24
Desirable User Requirements	3	12	N/A	9	15%	11
Project Management; Implementation; Helpdesk; and Support Services	8	32	N/A	29	10%	9
Additional Benefits	1	4	N/A	3	15%	11
Scenario Testing / Demonstration of System User Features	1	4	N/A	3	10%	8
				105		78

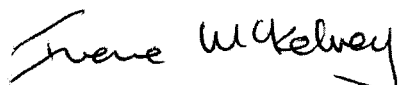
3.4. The evaluation process identified Unify Enterprise Communications Limited as being the 1st ranked provider who submitted the most economically advantageous tender fully compliant to the Council' specification of requirements.

4. Financial Implications

4.1. The total cost over the seven year period is £471,791.56. The initial set up costs of £228,203 (£187,605 + £40,598 for first year maintenance) will be met from the Capital budget with ongoing annual maintenance/support costs being met from the EGASD revenue budget.

5. Recommendations

- 5.1. It is recommended that the Committee approve the award of a Contract for the Supply, Installation, Commissioning and Maintenance of a Contact Centre Automated Call Distribution Telephony System to Unify Enterprise Communications Limited commencing 1 April 2014 for a 5 year period with the option to extend for a further 2 year period and thereafter renewable annually by mutual agreement between the Supplier and the Council without further call for competition.



Head of e-Government & Service Development

Members seeking further information on the contents of this report are asked to contact Irene McKelvey, on tel. 01698 302532

APPENDIX A

NORTH LANARKSHIRE COUNCIL - PROCUREMENT REPORTING

		PART A PROPOSED ARRANGEMENTS	PART B ACTUAL ARRANGEMENTS												
1	Procurement Title	Contact Centre ACD System													
2	Description	OJEC Tender													
3	Contract Category	<table border="1"> <tr> <td>Supply</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Services</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Works</td> <td><input type="checkbox"/></td> </tr> </table>	Supply	<input checked="" type="checkbox"/>	Services	<input type="checkbox"/>	Works	<input type="checkbox"/>							
Supply	<input checked="" type="checkbox"/>														
Services	<input type="checkbox"/>														
Works	<input type="checkbox"/>														
4	Contract Type	Term <input checked="" type="checkbox"/> Framework Agreement <input type="checkbox"/> Framework Contract <input type="checkbox"/> One-off <input type="checkbox"/> Other <input type="checkbox"/>													
5	Contract Duration	<table border="1"> <tr> <td>60</td> <td>Months</td> </tr> </table>	60	Months	<table border="1"> <tr> <td>60</td> <td>Months</td> </tr> </table>	60	Months								
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6	Contract Start Date	<table border="1"> <tr> <td>DD</td> <td>MM</td> <td>YYYY</td> </tr> <tr> <td>01</td> <td>04</td> <td>2013</td> </tr> </table>	DD	MM	YYYY	01	04	2013	<table border="1"> <tr> <td>DD</td> <td>MM</td> <td>YYYY</td> </tr> <tr> <td>01</td> <td>04</td> <td>2013</td> </tr> </table>	DD	MM	YYYY	01	04	2013
DD	MM	YYYY													
01	04	2013													
DD	MM	YYYY													
01	04	2013													
7	Contract End Date	<table border="1"> <tr> <td>DD</td> <td>MM</td> <td>YYYY</td> </tr> <tr> <td>31</td> <td>03</td> <td>2018</td> </tr> </table>	DD	MM	YYYY	31	03	2018	<table border="1"> <tr> <td>DD</td> <td>MM</td> <td>YYYY</td> </tr> <tr> <td>31</td> <td>03</td> <td>2018</td> </tr> </table>	DD	MM	YYYY	31	03	2018
DD	MM	YYYY													
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DD	MM	YYYY													
31	03	2018													
8	Contract Extension	Is a provision being included to extend the contract? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If 'Yes', what is the maximum period of extension being sought? <table border="1"> <tr> <td>24</td> <td>Months</td> </tr> </table>	24	Months	Has a provision been included to extend the contract? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If 'Yes', what is the maximum period of extension included? <table border="1"> <tr> <td>24</td> <td>Months</td> </tr> </table>	24	Months								
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9	Total Value	<table border="1"> <tr> <td>£480,000</td> </tr> </table>	£480,000	<table border="1"> <tr> <td>£471,791.56</td> </tr> </table>	£471,791.56										
£480,000															
£471,791.56															

				Actual		Estimate	x
10	What Procurement Route will be used?	EU	<input checked="" type="checkbox"/>				
		Non-EU	<input type="checkbox"/>				
11	If EU Procurement Route to be used, which procedure will apply?	Open	<input type="checkbox"/>				
		Restricted	<input checked="" type="checkbox"/>				
		Other	<input type="checkbox"/>				
		If 'Other' please provide details below:					
12	If Non-EU Procurement Route to be used, which procedure will apply?	Open	<input type="checkbox"/>				
		Restricted	<input type="checkbox"/>				
		Approved List	<input type="checkbox"/>				
		Other	<input type="checkbox"/>				
		If 'Other' please provide details below:					
13	What Evaluation Criteria will be used?	Lowest Price	<input type="checkbox"/>				
		Most Economically Advantageous	<input checked="" type="checkbox"/>				
14	Procurement Checklist	Procurement checklist provided to Procurement Manager?					
		Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>		
15	Details of Council Officer responsible for this procurement process	Name	David Keachie				
		Telephone	01698 274416				