

Key Decision

Made by an Executive Member or Chief Officer



MANCHESTER
CITY COUNCIL

Notice of Key Decision Made

Decision maker	Deputy Chief Executive and City Treasurer
Date of decision	10 March 2020
Nature of the decision	To award a contract for the provision of replacement telephony and contact centre services
Reasons for the decision (but excluding any exempt or confidential information)	<p>The current Avaya telephone system which serves all Council locations and supports the contact centre, is reaching end of life and will not be supported by the maintainer beyond March 2021.</p> <p>This contract is for the provision of replacement telephony and contact centre services, to ensure the continuation of the critical business requirement to provide telephony connectivity for all Council departments. It will also deliver enhanced capability for softphone based telephony functionality, to support a flexible and modern workforce as well as a new stable, intuitive contact centre.</p> <p>In going forward with the proposed solution, the Council will be moving from a hardware based solution with maintenance charges to a per extension/user licence based solution, with an ongoing revenue commitment.</p> <p>Most economically advantageous provider.</p>
Alternatives considered and rejected	None
Interests Declared	None
Officer contact details For any further information	<p>Sarah Fannon Head of Service Operations, ICT 07583 677950 sarah.fannon@manchester.gov.uk</p> <p>Robert Kelk Procurement Manager 0161 245 7897 r.kelk@manchester.gov.uk</p>

Forward Plan

Forward Plan Reference	2019/03/01G
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OR – if not published in the Forward Plan	
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Reasons for special urgency such that this was not published in a Forward Plan	
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Scrutiny Call In

Call-in deadline	4.00pm on Thursday 19 March 2020
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OR – if Exempt from Call-in	
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Advice as to how any delay would seriously prejudice the legal or financial position of the Council	
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Scrutiny Chair who agreed the urgency	
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Date this notice was published	Thursday 12 March 2020
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