

Recordable Decision Summary Notice

Recordable decision taken by Director of Digital Services]

Contract Variation: Omnichannel Contact Centre Solution to include Back-office Telephony

Date of decision	24 December 2024
Description of decision taken	<ol style="list-style-type: none"> 1. Decision taken to undertake variation to the Omnichannel Contact Centre Solution (2223-0366) for the migration of the council's back-office telephony requirements to 8x8 UK Limited (Company Number 05083841) ("8x8 UK") 2. Decision taken that the existing Wavenet contract (2223-0372) which provides the current back-office telephony requirements will be terminated at the end of the initial contract term on the 25 April 2025.
Reasons for decision	<p>The current solution (Avaya back-office telephony solution) has served the Council well for many years however it is now considered legacy and is end-of-life and will become increasingly expensive to maintain. The contract for this solution (2223-0372) expires on the 25 April 2025 and although there is an option to extend by 12-months a decision has been made by Category Management Team that this will not be invoked.</p>

	<p>The recommendation is to make a variation to the existing Omnichannel Contact Centre Solution contract to provide the licensing necessary to meet the requirements of the council's back-office telephony.</p>
<p>Other options considered</p>	<p>The following technical options were considered for the continued provision of a back-office telephony system for the council:</p> <ul style="list-style-type: none"> • Invoke the 12-month extension of the 2223-0372 (Wavenet) contract • Avaya Cloud • Microsoft Teams • Mobile Phone • Standalone Lines • Vary the OmniChannel Contract 2223-0366 (Recommended)
<p>Any conflict of interest declared by an Executive member consulted</p>	<p>No</p>
<p>Details of any dispensation granted to the member by the Standards Committee</p>	<p>None</p>