

Nottingham City Council Delegated Decision



Nottingham
City Council

Reference Number:

2893

Author:

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Department:

Resources

Contact:

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Subject:

Cisco Call Manager system upgrade

Total Value:

£781,024 maximum (Type: Capital and Revenue)

Decision Being Taken:

- 1. To go out to tender to procure an upgrade to the Cisco Call Manager system, including the purchase and installation of the requisite new technical infrastructure.**
- 2. To delegate authority to the Head of IT to award the contract to the successful tenderer.**

Reasons for the Decision(s)

The Cisco Call Manager (also referred to as Cisco Unified Communications Manager - CUCM) is the central hub of all Council voice communications. We are currently running version 8.5. All other voice systems, such as the Macfarlane Call Center solution (called Call Plus and Contact Plus), voice mail, dial by name system (where you dial 0 and specify the colleague you want called), Switchboard, etc. depend on Call Manager. This system needs to be upgraded to higher versions because the currently version we are running is nearing end of support from the vendor. By upgrading Call Manager, we assure service stability on all the other services that are reliant on Call Manager.

Developing alternatives poses a challenge of backward compatibility with other dependant systems and also takes a long time to fully test and resolve service operational issues.

It should also be noted that because CUCM v8.5 is not a currently available product, NCC cannot currently fulfil any new business requests for expansion as it is not possible to purchase new licenses. In addition, currently available models of VOIP phones will not work with CUCM v8.5.

CUCM (Cisco Unified Communications Manager) is an IP (Internet Protocol) based communications system, integrating voice, video, data, and mobility products and applications. The introduction of IP phones and allied systems has saved NCC approximately £365,000 gross revenue per year since its inception.

CUCM enables more effective, secure communications and has already transformed the way in which NCC communicates. CUCM went live 8 years ago and Cisco (the suppliers) have announced they will no longer support our current CUCM (version 8.5) from 31 July 2017, it will become obsolete and needs to be replaced.

To install the latest version of CUCM (version 11.5) NCC must also purchase and install two new UCS (Cisco Unified Computing System) servers, one at Loxley House and one at our disaster recovery site.

The Cisco Unified Computing System (UCS) is a server platform composed of computing hardware, virtualization support, switching fabric, and management software. Our current version (MC-S7945) of UCS servers cannot support v11 of CUCM, and so upgraded equivalents need to be purchased and installed.

Cisco only allow specialist network support partners, to install and configure CUCM. NCC's support partner is Capita PLC. A quote already obtained from Capita suggests this project will cost £781,024 to achieve.

PROCUREMENT

The Call Manager licenses and hardware will be procured via a call off competition, working with the Procurement Team to determine the appropriate framework at the time the decision is signed off.

The maintenance for the system will continue with the incumbent vendor currently supporting Call Manager, Capita IT Services. The project funding will be through the IT Efficiency fund.

Briefing notes documents:

Project Brief - F0377804 Call Manager upgrade and UCS Server install DRAFT v0.3.docx

Other Options Considered:

1. Do Nothing. Too high a risk to leave such an important communications system obsolete and unsupported.
2. Unified communications as a service (UCaaS) 3rd Party Cloud based service. No financial advantage, and the move project is estimated to take over 1 year, leaving NCC vulnerable for an extended period.
3. Extend Microsoft's Office365 product set to cover some of the Unified Communications current functions. No financial advantage, and the integration with our existing communications tools (e.g. Macfarlane Call Centre Manager) is in doubt and unproven.

Background Papers:	None.
Published Works:	None.
Affected Wards:	Citywide
Colleague / Councillor Interests:	None.
Consultations:	Those not consulted are not directly affected by the decision.
Crime and Disorder Implications:	None
Equality:	EIA not required. Reasons: Not required as upgrade to existing infrastructure.
Social Value Considerations:	N/A
Major Implications for IT:	Yes
Decision Type:	Portfolio Holder
Subject to Call In:	Yes
Call In Expiry date:	02/08/2017
Advice Sought:	Legal, Finance, Procurement, IT
Legal Advice:	<p>It is not considered that the decisions sought give rise to legal concerns. Technical considerations require the proposed upgrade solution. Legal Services will be able to support IT and Procurement as required.</p> <p>Advice provided by Brian Lewis Stewart (Solicitor) on 15/06/2017.</p>

Finance Advice:

The total cost of this decision is a maximum of £781,024 which will be incurred in 2017/18. Included in the £781,024 is a sum of £71,000 to cover any unforeseen circumstance, this sum may not be required. There is provision for this cost in the IT Efficiency Fund.

Advice provided by Ian Greatorex (Finance Project Manager) on 10/05/2017.

Procurement Advice:

The report author has already engaged with procurement to ensure compliance with the Council's financial regulations and contract procedure rules. A tender will be conducted in order to secure best value for the Council and the citizens it represents. On this basis there are no procurement concerns with the approach.

Advice provided by Rosalie Parkin (Category Manager) on 21/04/2017 and Paul Ritchie (Lead Procurement Officer) on 20/06/2017.

IT Advice:

The IT Service supports the proposal within this delegated decision. The Council depends upon digital communications to deliver services and to communicate with citizens and partners and Cisco Call Manager is a key component of this.

Operation of services with a significant component within the Council's digital infrastructure unsupported would represent a significant risk, both in the event of failure or if adversely affected by some form of malware. There are over time increased risks of incompatibility between different components within the digital infrastructure if all are not maintained to a consistent supported level.

Advice provided by Paul J. Burrows (IT Change, Projects & Strategy Manager) on 29/03/2017.

Signatures

Graham Chapman (PH for Resources and Neighbourhood Regeneration)

SIGNED and Dated: 25/07/2017

Candida Brudenell (Corporate Director for Strategy and Resources)

SIGNED and Dated: 25/07/2017