

ABERDEEN CITY COUNCIL

COMMITTEE: Finance & Resources **DATE:** 12 November 2009
DIRECTOR: Stewart Carruth
TITLE OF REPORT: Balgownie One Telephone Switch Replacement
REPORT NUMBER: CG/11/086

1. PURPOSE OF REPORT

The current BT maintenance contract for the telephony and network services at AECC, Balgownie One, ceases in 2010. This report considers the options for either an upgrade to or replacement of the existing system.

The report further requests the suspension of Standing Orders to allow the purchase to be made direct to NEC-Phillips.

2. RECOMMENDATION(S)

Members are asked to:

- (i) Note the options reviewed and accept officer's recommendations to proceed with purchase of NEC-Phillips 8500 switch and associated services for AECC, Balgownie One.
- (ii) Suspend standing order 71 to purchase switch and associated services direct from NEC-Phillips, as this provides best value to Aberdeen City Council.

3. FINANCIAL IMPLICATIONS

The capital cost of the replacement switch and associated hardware and services will be £90,500. This funding has been allocated from the total £1.4M approved at the Resources Management Committee on 16 June as part of the Capital Project 277, Infrastructure Improvements.

The ongoing revenue costs for the switch will be £5,453. This is a reduction from the current BT maintenance costs of £14,365, i.e. saving of £8,912.

The proposed duration of the agreement for installation and support will be 3 years with overall cost of agreement over 3 years of £106,859. Thereafter, support costs will be renewed through standard process of four quotes to ensure continuing best value for Aberdeen City Council.

4. SERVICE & COMMUNITY IMPACT

Aberdeen City Council would not be able to offer services to the citizens of Aberdeen at AECC without adequate ICT Infrastructure. The current infrastructure will not be supported after 2010 and it is liable to further operational failure.

5. OTHER IMPLICATIONS

AECC, Balgownie One, is now owned by Aberdeen City Council and needs to have a stable infrastructure in place. The proposed replacement kit will have an expected life span of 10 years.

Implementation of NEC-Phillips telephony at AECC will strengthen ICT Telephony Disaster Recovery, by allowing switchboard functionality from AECC and for using AECC to relocate staff from other premises if required, such as St Nicholas House, the Town House and Marischal College.

6. REPORT

- 6.1 The current telephony and network arrangements at AECC are a BT-Nortel switch, with a managed BT support service.
- 6.2 During 2008 there was a major incident effecting voice and data services at AECC. This was eventually resolved to a stage where the services are operational, but BT has advised that unless the switch is upgraded then there is no guarantee that the fault which caused the incident, will not re-occur.
- 6.3 The current contract for support and maintenance ceases in 2010. The cost of the full upgrade of the existing system, including handset replacement would cost £73,600. It should be noted that Nortel have filed for Bankruptcy, Chapter 11 Protection as of January 2009 which adds the risk that BT may not be able to support the switch over time.
- 6.4.1 As Aberdeen City Council use NEC-Phillips telephone switches at other major sites and there are sufficient in-house skills in the development and maintenance of telephony then an option to review the extension of the NEC-Phillips infrastructure was considered.
- 6.5 The cost of this replacement switch, including handset replacement would cost £90,500. The benefits of replacing the BT switch with the NEC-Phillips are:
 - Internal support available for both the NEC-Phillips telephone switches and HP Procurve data switches, and therefore no additional costs to re-train staff to support an alternative manufacturer's switch.
 - Free numbering would be available at this site as with the other main sites on the corporate voice network. This means that extensions numbers can be transferred to any handset using this system.
 - Hot desking would be made easier for AECC staff as they would be able to use their own extension number when using hot desk areas in St. Nicholas House and Town House

- The current Contact Centre Software could be utilised at this site
- Future Disaster Recovery solution for this site would be done via SV7000 and 8500 Server, allowing the BT Commsure Contract to be reduced or cancelled.
- Once replacement complete, there may be potential sell on value of BT Nortel equipment.
- Regular NEC-Phillips account meetings are scheduled and issues dealt with promptly.

6.6 Alternative telephone switch replacements could be considered, but would not be considered best value to Aberdeen City Council as there would be additional costs for training, support and maintenance of any different supplier's equipment.

7. REPORT AUTHOR DETAILS

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8. BACKGROUND PAPERS

None