

## Policy and Resources

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<b>Date:</b>	<b>17 July 2018</b>
<b>Title:</b>	<b>Telephone Contract</b>
<b>Contact Officer:</b>	<b>Morag Robinson, Office Administration Manager</b>

### Purpose of Report

1. To agree a new three year maintenance contract.

### Background

2. A contract to replace the telephone system in the Town Hall was awarded to Incom Business Systems in April 2008 which included the purchase of a new telephone system, the configuration of the telephone lines and a three year maintenance contract.
3. The maintenance contract was re-awarded to Incom on a three year contract in April 2011 and again in September 2015, both after relevant review of alternative suppliers. The current contract will expire on 19 September 2018.
4. Throughout this time the contract has worked well with Incom responding quickly and efficiently to any faults and queries which have been at a minimum level to date. Incom deals directly with BT if any line problems occur which means reporting faults is stress free for the Council.

### Scope of the Contract

5. Four companies including Incom Business Systems were approached to submit a quotation based on the current requirements of the Council as detailed in Appendix 1.

### Resource Appraisal

6. Incom has proposed to reduce its charges for mobile calls from 3.5p to 2.5p per minute. In addition the sim card only mobile contract cost is to be reduced from £17.25 per month to £12.50 resulting in an annual saving of £57. All other costs will remain fixed for the duration of the new three year contract commencing on 20 September 2018 even though BT has increased all call charges and line rental charges to third party providers.
7. The Officer's recommendation is to renew the contract with Incom for another three year period since they are tried and tested, there will be some financial savings to be made. And they remain the overall cheapest provider.

### Risk Assessment

8. If the telephone system is not properly maintained then the hardware will become damaged and unusable and the telephone service could be lost.
9. The Council must remain accessible at all times to allow the public the ability to contact the Town Hall via our telephone system

**Legal Powers:** Local Government Act 1972 s 111

### Recommendation

***It is recommended that:***

- A new three year maintenance contract with Incom Business Systems be agreed.***