



Unified Communications

Subject: Procurement Report
Date: 31st January 2019
Reference: HWFRS/63

1. Background

Hereford & Worcester Fire and Rescue Service (HWFRS) have developed an ICT Strategic Programme, which will deliver the requirements set out in the 2017 ICT Strategy, to increase productivity through flexible and accessible systems, whilst delivering continued cost savings. See **Appendix 1** ICT Strategy 2017 for full strategy.

HWFRS must keep pace with modern, user-oriented models of operating in order to address changes in the expectations of our workforce and providing our communities with sustainable, high quality firefighting, rescue and preventative services more efficiently through a new Unified Communications platform.

In real terms that means one of our strategic aims is to transition to a hybrid model where our users consume services, without being constrained by physical location.

One of the first phases of this strategy is to transition email and voice services (excluding Command and Control) to a cloud-hosted environment.

This document aims to provide a clear and transparent rationale for how the appropriate supplier has been selected to provide technical and programme/project management. The Service has assessed the appropriate procurement routes, the appropriate available partners and the relevant costs of those partners.

2. Service Review

HWFRS consists of, in addition to its headquarters (SHQ), 27 fire stations strategically located across the two counties. Nineteen of these stations are Retained and predominantly located in Hereford. The remaining 8 stations consist of 3 day crewed and 5 whole time.

Following the review of ICT and to help the Authority meet its strategic aims over the next three years, programme objective will be delivered through four main deliverables:

- Upgraded WAN infrastructure to provide a faster, more resilient backbone which has room for future expansion if required and is easier to manage.
- Direct Internet connectivity to stations to provide a faster, more resilient network with fewer single points of failure.
- The adoption and further development of cloud services to deliver a growth in productivity as well reducing internal administrative overhead and cost.
- Migration to a cloud telephony platform to provide a modern, resilient unified communications system for fixed and mobile communications.

Due to the size and scope, it is assumed that the work will be delivered through a number of projects.

The chosen solutions will meet the aspirational goals of the Authority to deliver a modern ICT service that is resilient, effective and scalable.

The intention is that the new Unified Communications platform will replace the legacy on-premise, for traditional telephony services. However, in addition, the Authority's aspiration is that the new solution is a fully integrated, hosted Unified Communications platform that brings together voice, video, chat and team collaboration.

Based on the deliverable the Head of Corporate Services, Project Officer and Head of ICT reviewed and agreed based on the Authorities operational requirements a user specification inline with current legislation.

As part HWFRS review and finalising the process the following documents were agreed.

Finalising of Tender Documents

1. Invitation to Tender **Appendix 2**

The specification structure was agreed and the following criteria would be used to assess the overall economic advantages of the tender proposals:-

- **Price (30%)**
- **Quality (20%)**
- **Technical (20%)**
- **Service (10%)**
- **Interviews (20%)**

The Authority requires a 3 year contract for the provision for a Replacement of legacy on-premise telephony solution with a communications solution.

3. Procurement

The Tender for the provision of a Unified Communications Solution was advertised on 7th December 2018, with a closing date for applications on 10th January 2019.

This was undertaken as an OJEU open tender under EU threshold, via the Bluelight EU Supply e-Tendering Portal. <https://ted.europa.eu/TED/notice/udl?uri=TED:NOTICE:543969-2018:TEXT:EN:HTML>

4. Evaluation Stage

Evaluation Stages

- Stage 1- Evaluated Price (30%)
- Stage 2- Quality (20%), Technical (20%), Service (10%)
- Stage 3- Interviews (20%)
- Stage 4- No amplification/clarification requested by HWFRS

Evaluation questions were based on the following overarching criteria and weighted scores:

Award Criteria	Weightings
Price	30%

Quality	20%
Technical	20%
Services	10%
Interviews	20%
TOTAL	100%

Five bids were received from the suppliers listed below.

Suppliers

1. Channel Communications Services Ltd
2. Datasharp UK Ltd
3. Integral Communications
4. RingCentral UK Ltd
5. Voicenet Solutions (T/A 8x8 UK Ltd)

Stage 1- Price (30%)

A full cost evaluation was carried out on all of the suppliers returned pricing schedules based on the contract period (3 years).

Stage 2- Quality (20%), Technical (20%) and Services (10%)

The suppliers tenders submissions were reviewed against the above criteria and specification (**Appendix 2**) with the evaluation panel consisting of Project Officer and Head of ICT, agreeing, through consensus, an overall score for each question.

Stage 3- Interviews (20%)

All five suppliers were invited to an hour demonstration/interview sessions on the 24th January 2019 to provide a technical overview of the proposed solution and answer questions from the panel. The Panel consisted of Head of ICT and the Project Officer.

Final scores were then applied to the five bidders.

The below table summaries the weighted scores achieved by each of the five suppliers

Question	Channel Communications Services Ltd	Datasharp UK Ltd	Integral Communications	RingCentral UK Ltd	Voicenet Solutions (T/A 8x8 UK Ltd)
Price (30%)	30%	26%	9%	20%	28%
Quality (20%)	12%	13%	20%	15%	12%
Technical (20%)	12%	14.3%	14.3%	18.9%	17.7%
Services (10%)	5%	8%	10%	7%	8%
Interviews (20%)	12%	15%	15%	15%	20%
Total score	71%	76.3%	68.3%	75.9%	85.7%



5. Recommended Decision

Voicenet Solutions (T/A 8x8 UK Ltd) is appointed for the provision of Unified Communications Services.

Contract Value would be £138,059.68 (3 year contract) which will commence 3rd July 2019.

6. Full Audit trail (including Specification/Scoring matrix)

<http://sharepoint1/sites/Procurement/Contracts/ICT/HWFRS19%20Unified%20Communications/Forms/AllItems.aspx?RootFolder=%2Fsites%2FProcurement%2FContracts%2FICT%2FHWFRS19%20Unified%20Communications%2FMaintel%20Europe%20Ltd&FolderCTID=0x012000C6B3B275457F6242A59D36A8EE930169&View={68072EB0-143B-4B4D-83E4-9E4626CFFAE1}>

Appendix 1- ICT Strategy 2017	 HWFire ICT Strategy v1.0.pdf
Appendix 2- Invitation to Tender	 Instructions To Tender Unified Comm