



OFFICIAL EXECUTIVE DECISION NOTICE PUBLISHED BY DEMOCRATIC SERVICES

Notice is hereby given that the following decision(s) have been made today by Cabinet Members at the London Borough of Hillingdon:

Title of decision	Migration of the Council's Telephony
Reference No.	1268
Date of decision	Thursday 19 December 2024
Call-in expiry date	Monday 30 December 2024
Relevant Select Committee	Corporate Resources and Infrastructure Select Committee
Relevant Wards	N/A

Decision made

Cabinet Members making the decision	Councillor Ian Edwards, Leader of the Council, on behalf of the Cabinet Member for Finance and Transformation
Decision	Approved That the Leader of the Council accepted the single tender from Cisilion for the provision of, migration and transition to a cloud-based telephony solution using Microsoft Teams Direct Routing implementation to the London Borough of Hillingdon via the SBS Digital Workplace Solutions Framework for a three-year Period at the total value of £391,615.28 in year 1, followed by £138,724.73 per annum thereafter
Reason for decision	<p>The project aims to enhance communication capabilities, streamline operations, and support hybrid working environments.</p> <p>By leveraging Microsoft Teams' robust and feature-rich communication platform, the Council will be able to improve business communications and align with its strategic objectives of delivering efficient, well-run, and digitally-enabled services to residents.</p> <p>The migration project is structured into three phases to ensure a smooth transition and minimal disruption to business operations. The initial phase involves setting up Teams Direct Routing with interoperability between Cisco and Teams, followed by migrating back-office staff from Cisco to Teams, and finally integrating the contact centre processes to the cloud-hosted Teams Direct Routing solution.</p>

Alternative options considered and rejected	Do Nothing: Maintain the current Cisco telephony system. Implement a Hybrid Model: Use both Cisco and Microsoft Teams for telephony. This approach increases complexity and costs, making it less desirable.
Classification	Part II – Members Only and Not for Publication
Link to associated report	<i>That this report be declared as exempt from publication as it involves the disclosure of information in accordance with Section 100(A) and paragraph 3 of Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended), in that the report contains information relating to the financial or business affairs of any particular person (including the authority holding that information) and that the public interest in withholding the information outweighs the public interest in disclosing it.</i>
Relevant Officer contact & Directorate	Darren Everden, Corporate Services
Any interest declared by the Cabinet Member(s) / dispensation granted	N/A

Implementation of decision & scrutiny call-in

[Internal Use only]	
When can this decision be implemented by officers?	<p>Officers can implement Cabinet Member decision in this notice only from the expiry of the scrutiny call-in period which is:</p> <p>5pm on Monday 30 December 2024</p> <p>However, this is subject to the decision not being called in by Councillors on the relevant Select Committee. Upon receipt of a valid call-in request, Democratic Services will immediately advise the relevant officer(s) and the decision must then be put on hold.</p>
Councillor scrutiny call-in of this decision	<p>Councillors on the relevant Select Committee shown in this notice may request to call-in this decision. The request must be before the expiry of the scrutiny call-in period above.</p> <p>Councillors should use the Scrutiny Call-in App (link below) on their devices to initiate any call-in request. Further advice can be sought from Democratic Services if required:</p> <p>Scrutiny Call-In - Power Apps (secure)</p>

Further information	<p>These decisions, where applicable, have been taken under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.</p> <p>This is the formal notice by the Council of the above executive decision, including links to the reports where applicable.</p> <p>If you would like more information on this decision, please contact Democratic Services on 01895 250636 or email: democratic@hillingdon.gov.uk.</p> <p>Circulation of this decision notice is to a variety of people including Members of the Council, Corporate Directors, Officers, Group Secretariats and the Public. Copies are also placed on the Council's website.</p> <p style="text-align: right;">Democratic Services London Borough of Hillingdon Civic Centre High Street Uxbridge UB8 1UW</p>
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