

Record of officer decision

Decision title:	Contract award to Cisco Network Maintenance for Equipment Purchased prior to 2017						
Date of decision:	28 February 2020						
Decision maker:	Assistant Director Corporate Support						
Authority for delegated decision:	Herefordshire Council's Constitution (19 May 2017) Scheme of Delegation, Part 3: Section 7 – Officer Functions: 3.7.5 Operational decisions. Chief Executive Scheme of Delegation to Officers (updated 1st April 2019), point 75 ICT Commissioning and Strategy to Assistant Director Corporate Support.						
Ward:	Countywide						
Consultation:	Not relevant						
Decision made:	Award contract to Maintel Europe Ltd for the provision of Cisco Equipment maintenance and support for a period of 3 years plus possible extensions of 1 year plus 1 year at a total cost of £331,626.08 over the full 5 year period.						
Reasons for decision:	<p>Hoople IT has undertaken an exercise to re-procure the support and maintenance contract for Cisco Equipment purchased prior to 2017 including the on-site telephone system (all other devices procured since that date are covered by other support contracts).</p> <p>The current short-term extension to the incumbent supplier is due to expire 29th February 2020.</p> <p>The equipment to be covered by this contract is critical to supporting the services that Herefordshire Council provide to the citizen, namely Core Networking and Telephony services.</p> <p>With this in mind and not to place the Council at risk, it is recommended to award the contract to the new provider from the 1st March 2020 for a period of 3 years with the option of extending for a further 1 year plus 1 year.</p> <p>In order to demonstrate best value and in line with Herefordshire Council procurement rules, a procurement exercise has been completed via CCS Framework RM3808.</p> <p>2 responses have been received. Both providers have demonstrated the capability, appropriate accreditations and service contract solutions with the manufacturer.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Supplier</th> <th>Price over 5 years</th> </tr> </thead> <tbody> <tr> <td>Maintel Europe Ltd</td> <td>£331,626.08</td> </tr> <tr> <td>Provider B</td> <td>£381,813.05</td> </tr> </tbody> </table> <p>Maintel Europe Ltd is the preferred supplier due to providing the most economically advantageous tender.</p>	Supplier	Price over 5 years	Maintel Europe Ltd	£331,626.08	Provider B	£381,813.05
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Maintel Europe Ltd	£331,626.08						
Provider B	£381,813.05						
Highlight any associated	There are security and compliance risks associated with not awarding the contract as follows:						

risks/finance/legal/equality considerations:	<p><i>Should a security breach occur:</i></p> <ul style="list-style-type: none"> • Data Breach – Confidentiality: If a vulnerability is exploited due to emerging software security flaws. • Data Corruption – Integrity: If malware infects the storage system due to a vulnerability in the software. • Data Loss - Availability: If the service becomes unavailable due to an issue with the underlying operating system or software, this would affect the ability of the Council to deliver its services. • Financial Penalties from the Information Commissioners Office. <p><i>Should a Loss of Service Occur:</i></p> <ul style="list-style-type: none"> • Reputational Damage <p><i>Should a Compliance Audit Occur:</i></p> <ul style="list-style-type: none"> • PSN Certification
Details of any alternative options considered and rejected:	<ul style="list-style-type: none"> • Do nothing which would impact on security of the systems • Seek a further exemption for the current supplier which would not be good practice in seeking value for money.
Details of any declarations of interest made:	None

Signed..... Date: 28th February 2020