

## Mobile Phone Contract Renewal – Additional notes

### **Current Volumes**

A major rationalisation activity has reduced the number of mobile SIMs from over 7000 (7070) in Jan 2018, to under 5000 (4892) in Oct 2018.

This reduction has been achieved as a result of a number of actions:

- Centralisation of budget from Finance into IT Services
- General and targeted communications to identify users
- Bulk suspensions of zero use phones – many believed to be kept unused in cupboards

Current volumes by device type show approx. 2000 voice only SIMs, 2500 smartphones and 500 data only SIMs. However, these volumes will grow again with a number of initiatives deploying significant numbers of mobile devices (e.g. Social Care, Housing, Councillors)

### **Changing trends**

There has, and continues to be, a significant shift towards the use of smartphones rather than basic voice-only devices. While call and SMS messaging volumes remain largely static over the period, the use of smartphones is driving increases in data usage, from under 400Gb per month in Jan 2018, to nearly 700Gb in Oct 2018. This will be driven further by the current volumes of provision to social workers and housing teams.

Our current tariff has usage limits and SIMs will incur (high) additional costs when they exceed the in-tariff limits on data and calls.

### **Proposed contract**

The proposal to direct award to Vodafone provides the opportunity to:

- Reduce like-for-like costs for mobile airtime. Figures being developed, but 10% reduction on airtime alone is likely (Note that this is like for like – increased volume of deployed devices will increase overall costs, as it would regardless of supplier).
- Recognise the growth in data usage, and extend the in-tariff bundle, so avoiding punitive out-of-bundle data charges and improving predictability of cost.
- Cap individual device usage, to avoid rogue usage and/or uncontrolled costs.
- Pool usage across the estate, providing greater flexibility of use.
- Improved control of roaming (international) charges.

Direct award will also remove the requirement to undertake a migration activity to a new supplier. Although this activity has been improved, as consumers can change services through use of PAC codes, this remains a significant activity to change 5000 SIMs (many of which will be embedded in on-street and other fixed devices).

Best value will be demonstrated through use of a Crown Commercial Services framework; this will provide better pricing than any individual entity could attain.