Notice of Non-Key Executive Decision

Subject Heading:	**12 month extension of the SIP Trunk/Cloud SBC Service from Wavenet Ltd**
Decision Maker:	**Mark Duff, Director of IT, Digital and Customer Services**
Cabinet Member:	**Cllr Sean McMahon, Cabinet Member for Customer Services**
ELT Lead:	**Kathy Freeman, Strategic Director of Resources**
Report Author and contact details:	**Amaka Nwosu** **IT Commercials Manager** **Amaka.Nwosu@havering.gov.uk**
Policy context:	**The Havering Plan – Corporate Plan 22/23 – 26/27 key deliverables** **Resources Theme – "a well run council that delivers for people and place"** **The Council is financially resilient and provides value for money services to residents ensuring it is monitored fairly and transparently** **Ensuring best value from contracts through procurement and commissioning**
Financial summary:	**Total value of £42,439 met from Havering IT Telephony revenue budget.**

Non-key Executive Decision

Relevant Overview & Scrutiny Sub Committee:	**Overview and Scrutiny board**
Is this decision exempt from being called-in?	**The decision will be exempt from call in as it is a Non key Decision**

Non-key Executive Decision

The subject matter of this report deals with the following Council Objectives

People - Supporting our residents to stay safe and well

Place - A great place to live, work and enjoy

Resources - Enabling a resident-focused and resilient Council ***X***

Non-key Executive Decision

Part A – Report seeking decision

DETAIL OF THE DECISION REQUESTED AND RECOMMENDED ACTION
1. Approve a 12-month extension of the existing SIP / Direct Routing contract under the RM3808 Network Services Framework with Wavenet Ltd (novated from Daisy Corporate Services Trading Limited). 2. Approve the novation of the contract from the original supplier (Daisy Corporate Services Trading Limited) to Wavenet Ltd, reflecting the supplier's legal restructure. 3. Approve the total extension cost of £42,439.02 for the period 1 April 2026 to 31 March 2027. Note that the extension is being progressed in line with the contract provisions allowing for annual extensions, with no material change to scope.

AUTHORITY UNDER WHICH DECISION IS MADE
Part 3.3.3 4.2 To award all contracts with a total contract value of below £1,000,000 other than contracts covered by Contract Procedure Rule 16.3. This delegation shall include the ability to extend or vary a contract up to and including a value of £1,000,000 (provided that the extension is in line with the existing contractual provisions.)

STATEMENT OF THE REASONS FOR THE DECISION
The SIP Trunk / Direct Routing (Cloud SBC) service is a critical component of the Council's telephony infrastructure, supporting core voice services and Microsoft Teams telephony capability across the organisation. Continuation of this service is essential to ensure uninterrupted business operations and maintain service delivery to residents. The original contract was awarded to Daisy Corporate Services Trading Limited for a period of 3 years from 1 April 2023, with an option to extend for a further 2 years in increments of 12 months. The contract has since been novated to Wavenet Ltd following a supplier legal restructure. The novation does not alter the underlying contractual obligations, service delivery, or scope. The proposed 12-month extension from 1 April 2026 to 31 March 2027 is in line with the contractual provisions allowing for annual extensions and ensures continuity of service while the Council reviews its longer-term telephony and infrastructure strategy. The current annual cost is approximately £39,873.96, and the extension is broadly in line at around £39,945 pa (£3,328.78 per month), plus a one-off charge of £2,493.66 for software assurance and configuration. The service remains unchanged and continues to support the Council's core requirements. The original contract was

awarded via a compliant direct award under the Crown Commercial Services RM3808 Network Services Framework.

Contract	Operational	One-off Costs	Total
1 year extension	£39,945.36	£2,493.66	£42,439.02
Original contract	£39,873.96	£79,123.84	£118,997.80
Change in price	£71.40	£-76,630.18	£-76,558.78

There have been ongoing discussions between the Council and Wavenet regarding pricing and service components to ensure continued value for money and alignment with current operational requirements. Services have continued on an interim basis under the existing contractual framework while these commercial discussions have been finalised. This approach has ensured continuity of service alongside validation of cost and service scope prior to formalising the extension.

The extension represents a compliant approach to maintaining a critical service while enabling sufficient time to consider future procurement options and strategic direction.

OTHER OPTIONS CONSIDERED AND REJECTED

Do nothing:
This option is not viable as it would result in the cessation of a critical telephony service, leading to significant operational disruption across the Council.

Undertake a new procurement exercise:
While a future procurement exercise will be required, progressing this at this stage would introduce risk due to time constraints and the need to complete a full options appraisal aligned to wider digital strategy. A short-term extension allows sufficient time to undertake a compliant and well-planned procurement.

Award to an alternative provider:
This option was considered but rejected due to the risk of service disruption, transitional costs, and implementation timelines. The existing supplier is already embedded within the Council's infrastructure, and continuity is required to maintain stability.

PRE-DECISION CONSULTATION

The proposal has been developed in consultation with IT & Digital technical leads responsible for telephony and infrastructure services, who have confirmed the requirement for continuity of service.

Commercial discussions have taken place directly with Wavenet Ltd to review pricing, validate service components, and ensure value for money.

Internal engagement has also taken place with Procurement colleagues to confirm the compliant route for extension under the existing framework and contract provisions.

NAME AND JOB TITLE OF STAFF MEMBER ADVISING THE DECISION-MAKER
Name: Amaka Nwosu
Designation: IT Commercials Manager
Signature: A.Nwosu Date: 26/06/2026

Non-key Executive Decision

Part B - Assessment of implications and risks

LEGAL IMPLICATIONS AND RISKS

The current contract provides for extension for a year and the extension is in line with the Council's Contract Procedure Rules and in compliance with the Procurement rules.

There are no Legal implications or risks associated with the current extension and novation of the contract.

FINANCIAL IMPLICATIONS AND RISKS

This decision paper is seeking to approve a 12-month extension of the existing SIP / Direct Routing contract under the RM3808 Network Services Framework with Wavenet Ltd (novated from Daisy Corporate Services Trading Limited) for the period 1 April 2026 to 31 March 2027 at a cost of £42,439 (plus VAT). It is also seeking to approve the novation of the contract from the original supplier (Daisy Corporate Services Trading Limited) to Wavenet Ltd, reflecting the supplier's legal restructure.

The extension is being progressed in line with the contract provisions allowing for annual extensions, with no material change to scope or pricing.

The contract will be funded from the ICT Telephony Revenue Budget (A22075).

HUMAN RESOURCES IMPLICATIONS AND RISKS (AND ACCOMMODATION IMPLICATIONS WHERE RELEVANT)

There are no HR implications and risks arising from this decision.

EQUALITIES AND SOCIAL INCLUSION IMPLICATIONS AND RISKS

There are no direct equalities or social inclusion implications arising from this decision.

The proposal relates to the continuation of an existing service, and there is no change to service delivery that would impact individuals or groups with protected characteristics.

An Equality and Health Impact Assessment (EHIA) is not required as the decision does not introduce a new policy, service, or change in delivery model.

ENVIRONMENTAL AND CLIMATE CHANGE IMPLICATIONS AND RISKS

There are no direct environmental or climate change implications associated with this decision.

The proposal continues an existing cloud-based telephony service which supports digital working and reduces reliance on legacy on-premise infrastructure.

HEALTH AND WELLBEING IMPLICATIONS AND RISKS

Under the Health and Social Care Act 2012 the Council is responsible for improving and protecting the health and wellbeing of local residents. Havering Council is committed to improving the health and wellbeing of all residents.

The continuation of a reliable telephony service supports staff wellbeing by ensuring consistent access to communication tools required to perform their roles effectively.

There are no direct health and wellbeing implications arising from the proposed decision to extend this contract.

BACKGROUND PAPERS

Wavenet Ltd quote for extension
Original Daisy RM3808 contract

APPENDICES

Part C – Record of decision

I have made this executive decision in accordance with authority delegated to me by the Leader of the Council and in compliance with the requirements of the Constitution.

Decision

Proposal agreed

Details of decision maker

Signed

Name: **Mark Duff**

Cabinet Portfolio held:
CMT Member title:
Head of Service title: **Director, IT, Digital and Customer Services**
Other manager title:

Date: **26th June, 2026**

Lodging this notice

The signed decision notice must be delivered to Committee Services, in the Town Hall.

For use by Committee Administration
This notice was lodged with me on ______________________________
Signed ____