

Background**Grace Office Supplies**

We have dealt with Grace Office Supplies for a number of years now, and they have proven to be very reliable and provide excellent customer service.

Global Connect are part of the Office Bridge Network that supports Grace Office Supplies. They have a good reputation built on quality, technical expertise, and service delivery.

NCC upgraded the telephone system at the Town Hall in 2022. The new phones do not meet the requirements of Ashington Town Council, therefore I recommend the following.

Grace Office Supplies – Global Connect**Monthly Recurring Costs**

Quantity	Description	Unit £	Total
1	Cloud telephony user, includes unlimited minutes to 01,02,07,03 and all system features	14.99	74.95
1	Managed Support	0.00	0.00

Quantity	Description	Unit £	Total
1	Installation	250.00	*250.00

**This fee may be wavered on agreement of contract.*

Quantity	Description	Unit £	Total
1	Polycom VVX450	15.00	15.00

Contract - The contract term is 24 months.

Internet Service - Business grade broadband service with a router for £23.00 per month.

Sharon Parmley

Communication & Engagement Officer

11 April 2023

RFO Note

We currently budget £180/year for the telephone system payable to NCC, and pay £31.50/month for Vodafone Broadband. Totalling £558.

The new system is £1,175.40 so is double the cost, but the point is the current system is a tag on to NCC facilities and it is not meeting our business needs. Sharon has sought three competitive quotes, and Grace Office is the most cost effective.

The quote is based on like-for-like in regards handsets. We could remove a handset and have only four handsets which would reduce the cost by £179.88/year.