



Freedom of Information Request FOI 19 63

Telephone system maintenance contract

Query and response:

Please can you send me the following contract information via email with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support:

1. Contract Type: Maintenance, Managed, Shared

Maintenance

2. Existing Supplier: If there is more than one supplier please split each contract up individually

CAE Technology Services Ltd

3. Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider

£22,000.00

4. Hardware Brand: The primary hardware brand of the organisation's telephone system

Cisco Call Manager

5. Number of telephone users

Circa 600

6. Contract Duration: please include any extension periods

One year

7. Contract Expiry Date: Please provide me with the day/month/year

9 July 2020

8. Contract Review Date: Please provide me with the day/month/year

9 April 2020

9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.

Cisco Call Manager, Jabber



10. Telephone System Type: PBX, VOIP, Lync etc

VOIP

11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.

Software assurance and maintenance

12. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes

Quotation

13. Contact Detail: Of the person from with the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address:

Fiona Kiernan-Tatem, Head of ICT, 01722 691000,
enquiries@dwfire.org.uk

If the service support area has more than one provider for telephone maintenance then can you please split each contract up individually for each provider?

Not applicable

If the contract is a managed service or is a contract that provides more than just telephone maintenance please can you send me all of the information specified above including the person from with the organisation responsible.

Not applicable