



Freedom of Information Request FOI 20 36

Telephone maintenance contracts

Query and response:

Please can you send me the following contract information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support if all the information is still the same besides the contracts dates please send just the new contract dates it would be much appreciated.

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)

PBX hardware that is maintained in house

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

Not applicable

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

Nil

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

Cisco Unified Call Manager (CUCM)

5. Number of telephone users:

1000 DDI extensions

6. Contract Duration: please include any extension periods.

Not applicable

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

Not applicable

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

Not applicable

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 Unified Call Manager (CUCM) version 11.5

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.

Not applicable

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.

Not applicable

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.

**Paul Jenkins, Operational Communications Manager, 01722
691186, paul.jenkins@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 for that particular contract.

Not applicable

If the maintenance for telephone systems is maintained in-house please can you provide me with:

1. Number of telephone Users:

Up to 1000

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

CISCO

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

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

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Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.

Not applicable

If this is a new contract or a new supplier please can you provide me with a short list of suppliers that bid on this service/support contract?

Not applicable

Information/Detail accurate on the date provided: 18, May 2020