



## Freedom of Information Request FOI 21 08

### Mobile and Telephony contracts

#### Query and response:

Under the Freedom of Information Act, could you please kindly answer the questions below.

#### Telephony System

1. *What is your current telephony system?*  
**Cisco Call Manager for external calls, MS Teams (internal calls only)**
2. *How many users of the telephony system?*  
**Whole service**
3. *When is the contract up for renewal?*  
**Will be looking to commence a new procurement in the next 12 months**
4. *Are you considering or interested in Microsoft Teams Voice (Direct Routing)?*  
**Yes**
5. *The name (separately) and email address of the primary contact for this contract?*  
**Fiona Kiernan-Tatem, [fiona.kiernan-tatem@dwfire.org.uk](mailto:fiona.kiernan-tatem@dwfire.org.uk)**
6. *Current annual spend?*  
**Our current telephony contract with Cisco Call Manager is now out of support, so we don't currently have an active contract.**

#### Mobile phone contracts

1. *Who is your current mobile phone provider?*  
**Vodafone**
2. *How many mobile connections?*  
**642**
3. *When is the contract up for renewal?*  
**Dec 2022**
4. *How long do you contract for (24 or 36 months)?*  
**24 months**
5. *The name (separately) and email address of the primary contact for this contract?*  
**All contact for this procurement for new tenders will be made through the framework once the specification for tender is put out to assure transparency and fairness in procurement processes across all potential suppliers.**
6. *Current annual spend?*  
**DWFire general finance expenditure information is freely available online via [bluelight framework](#).**

#### Crown Commercial Services frameworks

Do you procure through the Networks Services 2 framework? (RM3808 previously RM1045) If not, how do you procure mobiles and telecommunication services/solutions?

**RM3808**

**Information/Detail accurate on the date provided: 20, January 2021**