



Response to Request for Information

Reference FOI 001941
Date 08 February 2018

Telephone Maintenance Contract

Request:

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telephone maintenance contract.

The contract information sent by the organisation previously has now expired please can you provide me with a new update of the telephone maintenance contract:

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:

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)
2. Existing Supplier: If there is more than one supplier please split each contract up individually.
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
4. Number of Users:
5. Hardware Brand: The primary hardware brand of the organisation's telephone system.
6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
7. Telephone System Type: PBX, VOIP, Lync etc
8. Contract Duration: please include any extension periods.
9. Contract Expiry Date: Please provide me with the day/month/year.
10. Contract Review Date: Please provide me with the day/month/year.
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.

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.
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.

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.

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.

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

1. Number of Users:
2. Hardware Brand: The primary hardware brand of the organisation's telephone system.
3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
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.

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

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?

[In response to your request, please find our response below:](#)

Telephone System	Mitel	Virgin Media
1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)	Maintenance	Managed
2. Existing Supplier: If there is more than one supplier please split each contract up individually.	Maintel	Virgin Media
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	£50,000	£370,000
4. Number of Users:	4007	3214

5. Hardware Brand: The primary hardware brand of the organisation's telephone system.	Mitel	Analogue
6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.	VOIP, Contact Centre	None
7. Telephone System Type: PBX, VOIP, Lync etc	VOIP	Centrex, analogue lines, SIP, Telephony channels
8. Contract Duration: please include any extension periods.	1 year - to April 2018	3 years - to November 2019
9. Contract Expiry Date: Please provide me with the day/month/year.	Apr-18	Nov-19
10. Contract Review Date: Please provide me with the day/month/year.	Currently under review - quotes have been requested	2019
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.	Annual maintenance for contact centre and Mitel telephony platforms	Provision of telephony services including DASS, DPNSS, SIP, Analogue, Centrex & DDI
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.	3 quotes	Framework
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.	Jai Ghai, Application Manager, jai.ghai@wolverhampton.gov.uk Tele: 01902 552072	Jai Ghai, Application Manager, jai.ghai@wolverhampton.gov.uk Tele: 01902 552072