

CITY OF
WOLVERHAMPTON
C O U N C I L

Response to Request for Information

Reference FOI 002531
Date 12 July 2018

Telephone Maintenance

Request:

1. In regards to the hardware for the virgin contract, could you name the hardware they use? example Avaya, Siemens, Mitel etc.

In respect of question 1, it has been established after careful consideration that the Council does not hold the above information as our contract is with virgin to supply services and do not know what hardware they use.

Consequently, we are unable to provide any information relating to the above, and are informing you as required by Section 1(1) (a) of the Act, that states:

"Any person making a request for information to a public authority is entitled to be informed in writing by the public authority whether it holds information of the description specified in the request".

2. Could you please provide me with an update on the Maintel contract which was due to expire in April 2018.
The Council's IP telephony system (Mitel) maintenance contract with Maintel expired in April 2018. As per the procurement rules, we requested 3 quotes from the market, after evaluation the contract was awarded to Charterhouse for the next 12 months.