

Response to Request for Information

Reference FOI 002837
Date 04 October 2018

Telephone Maintenance

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.

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)?
[Maintenance](#)
2. Existing Supplier: If there is more than one supplier please split each contract up individually? [Charterhouse Voice & Data](#)
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? [£36k per annum \(annual contract\)](#)
4. Hardware Brand: The primary hardware brand of the organisation's telephone system? [Mitel](#)
5. Number of telephone users? [6000 \(handsets\)](#)
6. Contract Duration: please include any extension periods? [12 months](#)
7. Contract Expiry Date: Please provide me with the day/month/year? [March 2019](#)
8. Contract Review Date: Please provide me with the day/month/year? [January 2019](#)
9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. [Contact Centre, Communication Manager, audio conferencing, voice recording and voicemail.](#)
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? [The annual contract is for software assurance and hardware 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. [Following the procurement rules, we invite minimum of 3 quotes from the market.](#)
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.
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