

FOI 328/2015

REQUEST AND RESPONSE

Further to your FOI request submitted on 14 July, please find below the answers to your questions:-

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)
Managed
2. Existing Supplier: If there is more than one supplier please split each contract up individually. **Trinity for help desk and onsite issues, BT for Hardware**
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 **Our facilities management contract is multi-faceted and doesn't get broken down, in house work is a fairly minor part of three peoples tasks and not broken down. BT costs are consistently circa £19000 per year plus line and call charges**
4. Number of Users: **500**
5. Hardware Brand: The primary hardware brand of the organisation's telephone system. **Cisco**
6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager. **Cisco Call Manager, Red Box recording, Contact Central**
7. Telephone System Type: PBX, VOIP, Lync etc **VOIP**
8. Contract Duration: please include any extension periods. **Rolling**
9. Contract Expiry Date: Please provide me with the day/month/year. **1/04/16**
10. Contract Review Date: Please provide me with the day/month/year. **Our progress towards Skype for Business will be reviewed in January 2016**
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract. **Voip telephony, call manager and contact centre**
12. 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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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. **BT Contract includes switching hardware. Contact details are the same**

If the maintenance for telephone systems is maintained in-house please can you provide me with: **Maintenance is a mixture of in-house, BT and FM supplier**

1. Number of Users: **500**
2. Hardware Brand: The primary hardware brand of the organisation's telephone system.

Cisco branded HP

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

Cisco Call Manager, Red Box recording, Contact Central

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.

Rolling, will progressively migrate to Skype for Business and have less external support

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? **Extension of existing contract with FM supplier.**