

## FOI – 79/2018

### REQUEST

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)  
[Support and Maintenance](#)
2. Existing Supplier: If there is more than one supplier please split each contract up individually.  
[BT](#)
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  
[£67,200 per annum total support and maintenance and voice and data network.](#)
4. Number of Users:  
[735 employees](#)
5. Hardware Brand: The primary hardware brand of the organisation's telephone system.  
[Cisco/Skype for Business](#)
6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.  
[Skype for Business, Mitel Contact Centre, last few numbers on legacy Cisco Call Manager](#)
7. Telephone System Type: PBX, VOIP, Lync etc  
[Skype, ISDN, PSN, VOIP Numbers on call manager](#)
8. Contract Duration: please include any extension periods.  
[Rolling contract](#)
9. Contract Expiry Date: Please provide me with the day/month/year.  
[01/04/2018 rolling](#)
10. Contract Review Date: Please provide me with the day/month/year.  
[Tender specification underway](#)
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.  
[Support and maintenance, network monitoring](#)
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.  
[Open tender](#)
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.

John Higgins, Head of IT and Resilience, 01255 686339, [jhiggins@tendringdc.gov.uk](mailto:jhiggins@tendringdc.gov.uk)

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:

N/A

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

N/A

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

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? N/A