

Freedom of Information Request: Our Reference CTMUHB_356_22

You asked:

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 if all the information is still the same besides the contracts dates please send just the new contract dates. It would be much appreciated.

1. Contract Type: Maintenance, Managed, shared (If so, please state orgs)

Maintenance and Support.

2. Existing Supplier: If there is more than one supplier, please split each contract up individually.

Daisy Communications.

3. Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider

£90k.

4. Hardware Brand: The primary hardware brand of the organisation's telephone system.

MITEL Systems.

5. Number of telephone users:

5000.

6. Contract Duration: please include any extension periods.

12 months – no extensions.

7. Contract Expiry Date: Please provide me with the day/month/year.

22 Mar 2023.

8. Contract Review Date: Please provide me with the day/month/year.

22 Mar 2023.

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

MiVB Teleworker, Liberty Netcall, Reb Box call recording.

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.

24x7x365 – support hardware and software.

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.

Through tender process in 2016.

13. Contact Detail: Of the person from within 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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Personal Information is held by Data Controllers on the basis of the exercise of functions identified in the formal notification to the Information Commissioner. Any processing of that personal information outside of those functions may be unlawful. Furthermore the General Data Protection regulation and Data Protection Act 2018 makes provision for a data subject to exercise a right to prevent processing in particular circumstances. The data subject shall have the right to object, on grounds relating to his or her particular situation, at any time to processing of personal data concerning him or her which is based on point (e) or (f) of Article 6(1), including profiling based on those provisions where personal data are processed for direct marketing purposes.

We can confirm that the individual captured by this request have stated that they do not wish their personal data to be used for direct marketing purposes.

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 the information specified above including the person from within the organisation responsible for that particular contract.

Not applicable.

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

1. Number of telephone 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.

Not applicable.

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

The contract will go out to tender.

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?

Not applicable.