

22 July 2019

Freedom of Information Request - Reference No: 20191442

REQUEST

Please can you send me the following contract information via email 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
2. Existing Supplier: If there is more than one supplier please split each contract up individually.
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
4. Hardware Brand: The primary hardware brand of the organisation's telephone system.
5. Number of telephone users:
6. Contract Duration: please include any extension periods.
7. Contract Expiry Date: Please provide me with the day/month/year.
8. Contract Review Date: Please provide me with the day/month/year.
9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
10. Telephone System Type: PBX, VOIP, Lync etc
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
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.
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.

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.

RESPONSE

I approached our IT Asset & Technical Commercial Manager for assistance with your request. He has provided the following information in respect of each of your questions.

1. **Contract Type: Maintenance, Managed, Shared Maintenance**
2. **Existing Supplier: If there is more than one supplier please split each contract up individually. (1) Atos (formally Siemens Unify) (2) Sopra Steria (3) Netcall**
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 (1) approx. £60k (single year) (2) Charges for telephony component of the solution are part of a wider set of charges and shared with HP, but are £172k. (3) The charges are shared with HP but are approx £38k**
4. **Hardware Brand: The primary hardware brand of the organisation's telephone system. (1) Siemens (2) Avaya (3) N/A**
5. **Number of telephone users: approx. 4000**
6. **Contract Duration: please include any extension periods. (1) 12 months. Note the current contract is under new terms and conditions required by the supplier as a result of change of ownership. (2) 5 years (3) 5 years**
7. **Contract Expiry Date: Please provide me with the day/month/year. (1) 31.10.2019 (2) Nov 2023 (3) 31.3.21**
8. **Contract Review Date: Please provide me with the day/month/year. (1) 1.10.2019 (2) tbc (3) tbc**
9. **Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager. . Openscape Voice, Openscape Contact Centre, HiPath & DX (OSCC/HiPath & DX awaiting decommission), Avaya Aura System Manager & Avaya Aura Contact Centre (Smart Contact) Netcall Semap Voicemail & Netcall 59R Call Centre.**
10. **Telephone System Type: PBX, VOIP, Lync etc VOIP, DX PBX (awaiting decommission).**
11. **Contract Description: Please provide me with a brief description of the overall service provided under this contract. (1) Fix on fail of hardware and software (2 and 3) software support only.**
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. (1 and 3) Awarded under standing orders applying to Direct Award/Single Tender. (2) Details published in BLPD**
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. procurement@southyorks.pnn.police.uk**