

FOI Request - Full description
Dear FOI Officer,

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telephone maintenance contract.

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 that following contract information with regards to the organisations telephone system maintenance contract (VOIP, or PBX, other) for hardware and Software maintenance and support:

Notes

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.

Reference	Criteria breakdown	Response
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.	British Telecom
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.	£120,000
4	Number of users:	8,000
5	Hardware Brand: The primary hardware brand of the organisation's telephone system	Cisco Systems
6	Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g Contact Centre, Communications Manager.	UCCX, Call Manager, Unity.
7	Telephone System Type: PBX, VOIP, Lync etc.	VOIP
8	Contract Duration: please include any extension periods	15 months
9	Contract Expiry Date: Please provide me with the day/ month/ year	31/03/2018
10	Contract Review Date: Please provide me with the day / month/ year	10/01/2018
11	Contract Description: please provide me with a brief description of the overall service provided under this contract	Maintenance and support
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.	The IPT support tender was put onto the CCS framework RM3084 with a submission deadline of 23/02/2018
13	Contract 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 e-mail address.	Lawrence McBride, Head of Voice and Data Networks (OMT), Bevan House, Stephenson Way, Liverpool L13 1HN. 0151 296 7668 Lawrence.mcbride@imerseyside.nhs.uk
Notes	If the maintenance for telephone systems is maintained in-hours please can you provide me with:	If the maintenance for telephone systems is maintained in-hours please can you provide me with:
1	Number of users:	7,500
2	Hardware Brand: The primary hardware brand of the organisation's telephone system	Cisco
3	Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g Contact Centre, Communications Manager.	UCCX, Unity
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 e-mail address.	Lawrence McBride, Head of Voice and Data Networks (OMT), Bevan House, Stephenson Way, Liverpool L13 1HN. 0151 296 7668 Lawrence.mcbride@imerseyside.nhs.uk
Notes	Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.	Current contract expires 31/03/2018. Contract put out to tender on framework RM3804
Notes	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?	CAE, BT, Virgin, Daisy Communication, Bramble Hub, Aliatech and IBM