

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 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

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

Maintel Europe Limited

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

2018 - £237,680

2019 - £247,629

2020 - £269,324.45

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

Avaya

5. Number of telephone users:

7500 devices

6. Contract Duration: please include any extension periods.

From 1st January 2020 – 31st December 2022 with options to extend by 2 x 12 months until 31st December 2024

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

See above

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

See above

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

A list of applications are Call Pilot, Avaya Call Recorder, Avaya Aura Enterprise Portal, Speechdial, Avaya Aura Contact Centre, Avaya System Manager, Avaya Session Manager,

Messaging application server, Avaya Aura Contact Centre Multimedia and Avaya Aura Contact Centre Manager Server

10. Telephone System Type: PBX, VOIP, Lync etc

Telephony systems on the Maintenance contract are VOIP and PABX

11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.

Telephony Network support services. Support and Maintenance of the force's telephony estate

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.

Crown Commercial Services, Technology Services 2 Framework RM3804 Lot 3

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.

Leigh Jones, Head of Contracts and Procurement, Tel: 101, Email: procurement@west-midlands.pnn.police.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:

- 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.**

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

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?