

Telephony System

1. What is your current telephony system?

Nortel/Avaya

2. How many users of the telephony system?

c10,000

3. When is the contract up for renewal?

31st December 2024

4. Are you considering or interested in Microsoft Teams Voice (Direct Routing)?

Teams will be used for Voice communication (i.e Teams calls) but in terms of using cloud based PABX's the strategy for telephony will not be defined until next year on how we move FWD.

5. The name (separately) and email address of the primary contact for this contract?

Neil Thompson; procurement@west-midlands.pnn.police.uk

6. Current annual spend?

£269,324.45

Mobile phone contracts

1. Who is your current mobile phone provider?

Vodafone

2. How many mobile connections?

7,400

3. When is the contract up for renewal?

31st January 2024

4. How long do you contract for (24 or 36 months)?

An initial 36 months with options to extend (x2 12 month options)

5. The name (separately) and email address of the primary contact for this contract?

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6. Current annual spend?

£1.3m

Crown Commercial Services frameworks

Do you procure through the Networks Services 2 framework? (RM3808 previously RM1045) If not, how do you procure mobiles and telecommunication services/solutions?

Mobiles via CCS RM1045

Telecommunication Services via CCS RM3804