

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)

- Telephony Network Support Services (PABX)
- Mobility Solution - Mobile Telephones (Vodafone) - Line Rental, Call Charges & Handsets
- Telephony - Single Telephone Number, Line Rental & Call Charges

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

- Telephony Network Support Services (PABX) - Maintel Europe Ltd
- Mobility Solution - Mobile Telephones (Vodafone) - Line Rental, Call Charges & Handsets - Vodafone Limited
- Telephony - Single Telephone Number, Line Rental & Call Charges Virgin Media Business

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

- Telephony Network Support Services (PABX) - Estimated Annual spend for 21-23 = £179,990.00 exc. VAT
- Mobility Solution - Mobile Telephones (Vodafone) - Line Rental, Call Charges & Handsets - - Estimated Annual spend for 21-23 = £1,370,000.00 exc. VAT
- Telephony - Single Telephone Number, Line Rental & Call Charges – Estimated Annual spend for 21-23 = £523,035.67 exc. VAT

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

Avaya

5. Number of telephone users:

6,000

6. Contract Duration: please include any extension periods.

- Telephony Network Support Services (PABX) - 5 years

- Mobility Solution - Mobile Telephones (Vodafone) - Line Rental, Call Charges & Handsets – 5 years
- Telephony - Single Telephone Number, Line Rental & Call Charges – 5 years

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

- Telephony Network Support Services (PABX) - Expires 31/12/2024
- Mobility Solution - Mobile Telephones (Vodafone) - Line Rental, Call Charges & Handsets – Expires 31/01/2024
- Telephony - Single Telephone Number, Line Rental & Call Charges – Expires 31/12/2026

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

- Telephony Network Support Services (PABX) - 01/02/2024
- Mobility Solution - Mobile Telephones (Vodafone) - Line Rental, Call Charges & Handsets – 01/11/2023
- Telephony - Single Telephone Number, Line Rental & Call Charges – 31/12/2025

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

Avaya Aura Contact centre manager, Avaya Aura Experience portal

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

IP PBX

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

- Telephony Network Support Services (PABX)

The current contract for PABX and VOIP maintenance covers maintenance of all Siemens ISDX, other PABX's and Call Centre Equipment. This contract includes all parts of the Avaya CS1000e platform infrastructure, VOIP telephony (including support during migration) and other specified services such as Avaya switches, Avaya Contact Centre, Call Pilot and IVR.

- Mobility Solution - Mobile Telephones (Vodafone)

Mobility services provided under this agreement are:

- Mobile Devices
- Mobile Tariffs
- Mobile Preparation Services
- A Hosted Secure Mobile Platform
- Support and Maintenance

- Telephony - Single Telephone Number, Line Rental & Call Charges

This contract is for the provision of inbound (receiving) and outbound (making) telephony services for the force. As part of this service provision, all telephone calls made by the force and received will be provided by the proposed supplier as well as the rental of telephone lines and extension numbers across the entirety of the force. This includes the supply of the force's non-emergency contact numbers.

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.

- Telephony Network Support Services (PABX) - Crown Commercial Services Technology Services 2 Framework (RM3804)
- Mobility Solution - Mobile Telephones (Vodafone) - Crown Commercial Service Network Services framework agreement (RM1045)
- Telephony - Single Telephone Number, Line Rental & Call Charges - Crown Commercial Service Network Services framework agreement (RM3808)

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.

- Telephony Network Support Services (PABX)

Technical information - Network Services Manager
Commercial information - Procurement Advisor
- Mobility Solution - Mobile Telephones (Vodafone)

Technical information - Mobility and Automation Manager
Commercial information - Procurement Advisor
- Telephony - Single Telephone Number, Line Rental & Call Charges

Technical information - Network Services Manager
Commercial information - Procurement Advisor

Please be advised that the force has a contact system in place for the public to use to ensure the most appropriate and effective handling of telephone and email correspondence. Please find these details on our website at the below links.

<https://www.west-midlands.police.uk/contact-us>

<https://www.west-midlands.police.uk/contact-us/live-chat>

<https://www.westmidlands-pcc.gov.uk/finance/tendering-procurement/>

Tender opportunities for West Midlands Police may be viewed on the Emergency Services Tendering system. This is continually updated with tender opportunities which allows organisations to register their interest and receive email notifications of new tender opportunities including those from other emergency services.

- 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.

- Telephony Network Support Services (PABX) – 1 provider only
- Mobility Solution - Mobile Telephones (Vodafone) – 1 provider only
- Telephony - Single Telephone Number, Line Rental & Call Charges – 1 provider only

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.

- Mobility Solution - Mobile Telephones (Vodafone) includes an element of managed mobility services

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

1. Number of telephone Users:

6,500 handsets / (and the number of users in WMP)

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

Avaya

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

Avaya Aura contact centre, Avaya Aura Experience Portal

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.

Network Services Manager

<https://www.west-midlands.police.uk/contact-us>

<https://www.west-midlands.police.uk/contact-us/live-chat>

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

We are in the process of awarding a new 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?

The request for bids went to 6 bidders, however only 1 bid was received.

These were:

Virgin Media Business Ltd

Vodafone UK

Gamma Telecom Limited

BT plc

Intercity Technology Limited

Southern Communications Corporate Solutions