

# Telephone maintenance contract

**Reference No:** 038/2017

**Request Date:** 24/04/2017

## Request

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telecommunications 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:

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)
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. Number of Users:
5. Hardware Brand: The primary hardware brand of the organisation's telephone system.
6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
7. Telephone System Type: PBX, VOIP, Lync etc
8. Contract Duration: please include any extension periods.
9. Contract Expiry Date: Please provide me with the day/month/year.
10. Contract Review Date: Please provide me with the day/month/year.
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
12. 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 for that particular contract.

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

1. Number of 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?

I'm happy to receive this information on an email.

## **Response**

1. Contract Type: Managed Service
2. Existing Supplier: Kcom
3. Annual Average Spend: £8,000
4. Number of Users:409
5. Hardware Brand: Delivered as cloud solution
6. Application(s) running on PBX/VOIP systems: Kcom Workplaces
7. Telephone System Type: Kcom Workplaces VOIP system
8. Contract Duration: 3 years +2
9. Contract Expiry Date: 1st July 2019
10. Contract Review Date: Information not held
11. Contract Description: Provision of Kcom Workplaces telephony system
12. Contact Detail: Mr W Lloyd, Head of ICT 01785 898875  
[william.lloyd@staffordshirefire.gov.uk](mailto:william.lloyd@staffordshirefire.gov.uk)

Please note that the person named in this response wishes to exercise their individual rights under Section 11 of the Data Protection Act 1998 (DPA) and under the Privacy and Electronic

Communications (EC Directive) Regulations 2003 (PECR) not to receive direct marketing. As such any form of marketing approach made to this person will constitute a breach of either the DPA or PECR. Any such approach will be reported to the Information Commissioner's Office for them to take the appropriate regulatory action.

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. N/A

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:  
N/A

1. Number of 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? N/A