

Request 9123 Telephone Maintenance

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

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 within 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?

Response

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1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)

Core Telephony - Currently latter stages of procurement using CCS RM3808 for new core telephony and contact centre services. All ref below relate to legacy systems.

No Maintenance Contract - MS Teams Phone System with 1 year standard

warranty for 8 Poly Handsets.

In February 2021, all local number ranges were ported to Microsoft and delivered to the end users using Microsoft Phone System and Domestic Call Plan's to the Microsoft Teams Client.

The council utilise the Hosted BT Cloud Connect Contact Centre product.

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

Core telephony = Microsoft Phone System and Calling Plans with MS IP Handset Devices via Phoenix Software

Contact Centre = BT

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

540 users - Phone licence is £4.51, and Call Plan is £2.70 per user per month.

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

Poly for 8 handsets.

5. Number of telephone users:

540 Users

6. Contract Duration: please include any extension periods.

Microsoft Enterprise Agreement - Annual.

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

June 2022, but currently undertaking an ITT for new telephony services using RM3808 Government Framework.

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

Depends on outcome of new solution being procured using RM3808 framework procurement.

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

Manager.

BT Cloud Connect - VOIP CC Solution.

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

MS Teams Phone System with MS Call Plans.

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

Microsoft Enterprise Agreement: Standard Agreement

BT Cloud Connect: BT Cloud Contact OnDemand, is a Cloud based telephony system, for Inbound Contact Centre calls only. This product includes (i) OnNet, which is the dedicated single tenant service, and (ii) OnDemand, which is a shared multi-tenanted service. Both OnNet and OnDemand include the BT One Desktop agent interface that comprises of a single user interface accessed by the agent, supervisor and/or administrator, via a web browser (i.e. internet explorer) from which all activity can be managed.

Contract commenced: 1 December 2012 until present.

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.

Microsoft Enterprise Agreement -RM Framework (Crown Commercial Services).

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. 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.

Microsoft Contract Owner: Sagar Roy - Interim Head of ICT and Digital
Sagar.Roy@3csharedservices.org, +44 (0) 1223 645303.

BT Cloud Contact Centre Contract Owner: Rachael Fox-Jackson - Customer Contact Manager

Rachael.Fox-Jackson@scams.gov.uk, +44 (0) 1954 713017.

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See above.

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See Above.