

**NCC-046235-20 telephone maintenance contract**

Dear Requester,

Further to your request for information under the freedom of information act,

The information remains the same- all that needs adding to is question 3.- Daisy average spend 19/20.

***This is £20,369***

We trust this now resolves your enquiry and where we have not been able to provide details we expect that this information is not held by Nottinghamshire county Council at this time.

We suggest all requesters search under our publication scheme in advance of requesting information under the freedom of information act.

Nottinghamshire County Council regularly publishes previous FOIR, s and answers on its website, under Disclosure logs. (see link) <http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/>

You can use the search facility using keywords. i.e. un regulated / care / home etc.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or email [complaints@nottscc.gov.uk](mailto:complaints@nottscc.gov.uk) .

Kind Regards

Complaints and Information Team  
Nottinghamshire County Council  
County Hall  
Dear FOI Officer,

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. **Daisy, Rostrvm***
- 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. **£44k for Rostrvm, Daisy – 16/17 – 126k, 17/18 - £63k, 18/19 - £21k***

4. Hardware Brand: The primary hardware brand of the organisation's telephone system. **Ericsson (Corporate), Rostrvm (Contact Centre), Microsoft Skype for Business, Audiocodes Gateways**

5. Number of telephone users: **6450**

6. Contract Duration: please include any extension periods. <https://procontract.due-north.com/ContractsRegister/ViewContractDetails?contractId=aa836089-d8bb-e811-80ee-005056b64545&p=527b4bbd-5c58-e511-80ef-000c29c9ba21>

<https://procontract.due-north.com/Procurer/ContractsRegisterSettings?contractId=2b2eb823-a013-e711-80dd-005056b64545&returnPage=ContractsRegister>

7. Contract Expiry Date: Please provide me with the day/month/year. **See 6**

8. Contract Review Date: Please provide me with the day/month/year. **See 6**

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

10. Telephone System Type: PBX, VOIP, Lync etc: **Skype for Business**

11. Contract Description: Please provide me with a brief description of the overall service provided under this contract. **Supplier provides Audiocodes Gateway support**

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. **See reference on 6**

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. **Lorraine Dennis, Category Manager, 0115 9772248, [Lorraine.dennis@nottsc.gov.uk](mailto:Lorraine.dennis@nottsc.gov.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. **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. **N/A**

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

1. Number of telephone Users: **6450**

2. Hardware Brand: The primary hardware brand of the organisation's telephone system. **SFB Hardware Infrastructure is based on IBM servers configured as VMWare virtual hosts**

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

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. **Lorraine Dennis, Category Manager, 0115 9772248, [Lorraine.dennis@nottsc.gov.uk](mailto:Lorraine.dennis@nottsc.gov.uk)**