

This matter is being dealt with by:

Name Jilly Walden

Reference: NCC-032529-18

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**Nottinghamshire
County Council**

7th August 2018

**Request for Information: Ref NCC-032529-18
Telephone system maintenance contract**

Thank you for your request for information relating to telephone system maintenance contract. I can now let you have the following information in response to the questions you raised.

- 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 Group
- 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** £6,436 (unable to provide 3 year comparison as this is a new contract)
- 4. Hardware Brand: The primary hardware brand of the organisation's telephone system.** Mitel MX-One
- 5. Number of telephone users:**200
- 6. Contract Duration: please include any extension periods.** 12 Months
- 7. Contract Expiry Date: Please provide me with the day/month/year.** 31/03/2019
- 8. Contract Review Date: Please provide me with the day/month/year.** 05/01/19
- 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 Call Centre Manager
- 10. Telephone System Type: PBX, VOIP, Lync etc** PBX
- 11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.** 3rd line Maintenance, Support and consultancy of the Mitel MX-One PBX Infrastructure and AudioCodes Media Gateways
- 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.** CCS RM1045
- 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 for Chief Executives Department, 0115 9772248, 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? Information provided is for Mercury House PBX 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 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:

Number of telephone Users Total number of Lync Enterprise Voice Enabled accounts5797

Total number of Lync Audio/Video Disabled user accounts 2331

Total number of Common Area Phone objects 387

Hardware Brand: The primary hardware brand of the organisation's telephone system.
Polycom handsets Jabba and Sennheiser headsets

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

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. Neil Marriott Group Manager ICT Operational Delivery,
Neil.marriott@nottscc.gov.uk

We hope this now satisfies your request, and should you have any further enquiries please do not hesitate to contact me directly using the contact details below. In addition and for future reference Nottinghamshire County Council regularly publish previous Freedom of Information Requests and answers on our website, under Disclosure logs, available at the following link:

<http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/>

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.

Yours sincerely

Name Jilly Walden

Position Complaints information and Mediation Officer

Nottinghamshire County Council