

NCC-039575-19 solutions installed within your organisation

Dear Requester,

We have supplied below a recent response given for similar information.

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 spends 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 MXOne 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@nottscc.gov.uk

Many Thanks

Q1. Who is the manufacturer of the following solutions installed within your organisation please? (for example Avaya, Cisco, Mitel etc)?

- a. Telephony**
- b. Unified Communications (Presence, Messaging, Video, Screen Sharing, Web collaboration)**
- c. Contact centre**

Q2. Which company supports the solution(s) for the organisation?

Q3. What is the duration of the contract? (start date and end date)

Q4. What is the typical budget spend on telephony, unified comms and contact centre?

Q5. Who in the organisation is responsible for telephony, unified communications and contact centre?

Kind regards