

**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](mailto: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