

FOI log: 1276
Issued: 13/8/15

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:

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. Number of Users:
5. Hardware Brand: The primary hardware brand of the organisation's telephone system.
6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
7. Telephone System Type: PBX, VOIP, Lync etc
8. Contract Duration: please include any extension periods.
9. Contract Expiry Date: Please provide me with the day/month/year.
10. Contract Review Date: Please provide me with the day/month/year.
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
12. 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.

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 with 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 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

1. Contract Type: The contract we have with TCS is for applications development and management and business process outsourcing (BPO). Included within this is a contract for maintenance of the telephone system provided by TCS.

2. Existing Supplier: Tata Consultancy Services

3. Annual Average Spend: Information not available as spend forms part of transactional costs for overall contract. However the overall contract cost is disclosed in our Annual Report and Accounts which is available on our website [here](#).

4. Number of Users: Circa 150

5. Hardware Brand: iPATH 70 and iPATH 120 known as C&W (now Vodafone) world-wide handsets

6. Application(s) running on PBX/VOIP systems: Contact Centre

7. Telephone System Type: SIP based IP telephony

8. Contract Duration: 5 years from service commencement with the option to extend for up to 3 years

9. Contract Expiry Date: 31 March 2019 for the overall contract with TCS

10. Contract Review Date: On an ongoing basis dependant on the subject matter

11. Contract Description: Refer to Q1

12. Contact Detail: Michael McCarthy, Commercial Director, michael.mccarthy@tcs.com, Telephone no. 07912393938

The remaining 4 questions of your request have not been answered as the telephone system service is not maintained in-house.

The contract for DBS desktop handsets is owned and held by the Home Office. You will therefore need to forward this element of your request to them to obtain any relevant information they hold on this matter.