



14 February 2018

FREEDOM OF INFORMATION REQUEST – 157/18

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request:

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:

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)

Answer: Maintenance

2. Existing Supplier: If there is more than one supplier please split each contract up individually

Answer: Our system is supported by Health Informatics (HIS)
<https://www.leics-his.nhs.uk/>

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

Answer: £9,150 for the financial year 17/18 for support and maintenance

4. Number of Users:

Answer: We have approximately 450 staff that use the system

5. Hardware Brand: The primary hardware brand of the organisation's telephone system.

Answer: Freepbx (see <https://www.freepbx.org/>)

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

Answer: Contact Centre

7. Telephone System Type: PBX, VOIP, Lync etc

Answer: VOIP

8. Contract Duration: please include any extension periods.

Answer: This contract is renewed on a yearly basis

9. Contract Expiry Date: Please provide me with the day/month/year.

Answer: 1st April 2018

10. Contract Review Date: Please provide me with the day/month/year.

Answer: March 2018

11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.

Answer: Support and Maintenance of the telephony system

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.

Answer: Not recorded

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.

Answer: Andy Nix, Head of IT and Customer Services
Rutland County Council
Catmose
Oakham
Rutland
LE15 6HP
t: 01572 758360
e: anix@rutland.gov.uk
www.rutland.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.

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:

You are free to use any documents supplied for your own use, including for non-commercial research purposes. The documents may also be used for news reporting. However, any other type of re-use, for example by publishing the documents or issuing copies to the public will require the permission of the copyright owner, where copyright exists. Such a request would be considered separately in accordance with the relevant Re-use of Public Sector Information Regulations 2005 and is not automatic. Therefore, no permission is implied in the re-use of this information, until such a request to re-use it has been made and agreed, subject to any appropriate conditions. Any request to re-use the information should be made to me at the address below.

If you are dissatisfied with the handling of your request please contact the Head of Corporate Governance, Rutland County Council, Catmose, Oakham, Rutland LE15 6HP
You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700

Yours faithfully

FOI Administrator
Corporate Support Team, Rutland County Council