DATE:	06 July 2018	FOI REQUEST NO:	065_1819

FOI REQUEST AND RESPONSE

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

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 telephone Users:
    Up to 1800

2. Hardware Brand: The primary hardware brand of the organisation's telephone system.
    Cisco IP Phones

3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
    Cisco Unified Communication Manager, Cisco Unity Connection, Cisco Unified Enterprise Attendance Console.

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.

    With regard to your request for direct contact details, SWFRS operates a single point of contact policy. All callers are requested to contact the Service via HQ Reception on 01443 232000. The call will be directed to the most appropriate department/individual to deal with your call.

    This is the same for email correspondence. Please direct all emails enquiries to swfs@southwales-fire.gov.uk so that your request can be directed as appropriate.

    This policy is in operation to ensure that calls/emails are dealt with more efficiently – as structures/posts can change, this prevents emails being sent to individuals whose role may have changed. It also prevents individuals from receiving unwarranted calls/correspondence.

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?