

Date Provided: 15 October 2018

Telephone Contract

Ref: FOI / 7852

Information Request and Response by Lewes District Council

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).* **Managed**
2. *Existing Supplier: If there is more than one supplier please split each contract up individually.* **Cavendish**
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.* **£26.113 per year**
4. *Hardware Brand: The primary hardware brand of the organisation's telephone system.* **Mitel**
5. *Number of telephone users:* **650 EBC and LDC**
6. *Contract Duration: please include any extension periods.* **5 years**
7. *Contract Expiry Date: Please provide me with the day/month/year.* **November 2021**
8. *Contract Review Date: Please provide me with the day/month/year.* **March 2021**
9. *Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.* **Contact Centre**
10. *Telephone System Type: PBX, VOIP, Lync etc.* **VOIP**
11. *Contract Description: Please provide me with a brief description of the overall service provided under this contract.* **Maintenance and support**

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.*

This contract was procured using an OJEU Competitive Tender Procedure with Negotiation which was administered via the SE Shared Service electronic procurement portal.