



Reference: FOI1244

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)

Maintenance

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

Intrinsic Technology

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

The Council outsourced a number of its central "back-office" services to Engie under a long term contract that commenced on 1st November 2012. The arrangement will last until 2022 but may be extended until 2027. As such this service is provided for the Council by Engie as part of a much larger ICT contract with a contract value of £4.656m per annum. Engie is a private company and as such is exempt from the provisions of the Freedom of Information Act. The information requested is not the Council's information.

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

Nortel / Avaya

5. Number of telephone users:

3000

6. Contract Duration: please include any extension periods.

6 months

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

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October 2019

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

July 2019

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

PBX Featurenet VOIP CS1K v 5.5, CC6, Call Pilot

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

PBX VOIP

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

Hardware support and maintenance of Nortel CS1K, Call Pilot and CC6
Day to day management of the telephony system is carried out in-house by the Engie ICT team

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.

The contract with Engie for back office services (including ICT) was commenced in 2012 following a procurement exercise operated by NTC

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.

Category manager, procurement team email Procurement@northtyneside.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:

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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?