

FOI Reference Number: FOI/177/1819

Date: 18 July 2018

Request:

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

Thank you for your information request which Mid and East Antrim Borough Council received on 17 July 2018.

Please find below Mid and East Antrim Borough Council's response to the information you requested in relation to telephone maintenance.

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs) - [this is a managed solution](#)
2. Existing Supplier: If there is more than one supplier please split each contract up individually. - [this solution is provided by Eircom](#)
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 - [this information is confidential and has been withheld under Section 43\(2\) of the FOIA.](#)

[Section 43\(2\) exempts information whose disclosure would, or would be likely to, prejudice the commercial interests of any person \(an individual, a company, the public authority itself or any other legal entity\).](#)

4. Hardware Brand: The primary hardware brand of the organisation's telephone system. - [Cisco](#)
5. Number of Users: [approximately 700 due to increased user numbers](#)
6. Contract Duration: please include any extension periods. - [1 Year](#)
7. Contract Expiry Date: Please provide me with the day/month/year. - [31st May 2019](#)
8. Contract Review Date: Please provide me with the day/month/year. - [Feb 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. - [when rollout complete, we will be running IM, Presence, Jabber, Video Conf, Voicemail, we have not rolled some of these out corporately as yet](#)
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. - [a solution to meet the mandatory technical requirements as listed in the tender document for a unified communications platform for up to 600 users across the new Council - consisting of in the region of 25 different sites, this solution must include IM, Presence, VC, Unified comms, Voicemail as standard.](#)
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 1 year service was procured through Council as an extension to previous contract based on current future requirements planning](#)

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.

Shane Moore
ICT and Digital Services Manager
0300 1245000

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If you are dissatisfied with the handling of part of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Chief Executive at the Braid Ballymena Town Hall, 1-29 Bridge Street, Ballymena, BT43 5EJ.

Please remember to quote the reference number FOI/177/1819 in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Please be advised that Mid and East Antrim Borough Council may release the response to this information request into the public domain via our website at <https://www.midandeantrim.gov.uk/>. If this is the case, any personal details in relation to your request will be removed to protect your privacy.