

**Mr John Gilchrist**  
Freedom of Information Officer

7 August 2018

Ref: FOI/July 2018/ Carl McDonald

By email to [carlmmcd@gmail.com](mailto:carlmmcd@gmail.com)

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Dear Mr McDonald

Your request for information received on 17 July 2018 has been dealt with under the provisions of the Freedom of Information Act 2000 (FOIA).

You asked:

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telephone maintenance contract that maintains the telephone system (hardware) and the applications on the systems (software).

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)
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.

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:
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?

### **University Response**

1. Hardware/software maintenance and 3rd line support
2. BT
3. Circa £130k inc vat
4. Cisco
5. Circa 4500
6. 4+1+1+1
7. March 1st 2019
8. n/a
9. none
10. VOIP
11. Hardware/software maintenance; 3rd line support; Tiger call logging
12. EU tender
13. Paula Vickers, Director CCSS, 020 8411 5187, [p.vickers@mdx.ac.uk](mailto:p.vickers@mdx.ac.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?*

n/a

*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?*

Paula Vickers, Director CCSS, 020 8411 5187, [p.vickers@mdx.ac.uk](mailto:p.vickers@mdx.ac.uk)

*If the maintenance for telephone systems is maintained in-house please can you provide me with:*  
See previous

*Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.*

Contract to be retender using EU procurement over next few months as part of wider network maintenance and supply 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?*

n/a

I trust this satisfies your request sufficiently. Under the Freedom of Information Act 2000, you have the right to complain about the University's response to your request for information. If you have such a complaint, you may contact Mrs Teresa Kelly, Clerk to the Board of Governors, Middlesex University, Hendon campus, London NW4 4BT, tel: 020 8411 6018, [t.kelly@mdx.ac.uk](mailto:t.kelly@mdx.ac.uk) within 40 days of the date of this letter for a review of the University's decision. If you remain unsatisfied with the outcome of that complaint, you may seek further recourse by lodging an appeal with the Information Commissioner.

Yours sincerely

**John Gilchrist**  
Freedom of Information Officer