

Mr John Gilchrist
Freedom of Information Officer

15 July 2019

Ref: FOI/June 2019/ Phil Bartlett

By email to phil.bartlett@comtek.co.uk

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Dear Mr Bartlett

Your request for information received on 21 June 2019 has been dealt with under the provisions of the Freedom of Information Act 2000 (FOIA).

You asked:

Please can you send me the following contract information via email 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. **Contract 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.

University Response

1. 3rd line telephony support (1st and 2nd line support undertaken in-house)
 2. BT
 3. Commercial in confidence
 4. Cisco
 5. 2200
 6. 5 years
 7. June 2024
 8. N/a
 9. CUCM, Cisco Unity, Cisco Presence, Jabber
 10. Network equipment supply, break fix maintenance, 3rd line telephony support, Cisco software, Project Management and Implementation Assistance
 11. **OJEU**
 12. *Paula Vickers*
Director Computing and Communications Systems Service Middlesex University
Email: P.vickers@mdx.ac.uk
Tel: 0208 411 5187
- 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 Mr David Maplas, Director of Student Affairs, Middlesex University, Hendon campus, London NW4 4BT, tel: 020 8411 5830, d.malpas@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