Contract for Telephone Services (CAS-2122439-Q4G8R7) – November 2020

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**
Microsoft (Unified Support agreement – this covers all MS products, not just SfB)

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**
Microsoft – Approx. £69K

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

5. **Number of telephone users:**
2700

6. **Contract Duration: please include any extension periods. MS ESA**
1 year

7. **Contract Expiry Date: Please provide me with the day/month/year.**
31st March 2021

8. **Contract Review Date: Please provide me with the day/month/year.**
1st December 2020

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

10. **Telephone System Type: PBX, VOIP, Lync etc**
Skype for Business

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

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.**
Direct award to Microsoft

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.**
ICT Service and Support Manager

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

1. **Number of telephone Users:**
2700

2. **Hardware Brand: The primary hardware brand of the organisation's telephone system.**
Jabra, Polycom

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

4. **The person from with the organisation responsible for telephone maintenance**
ICT Service and Support Manager

5. **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