

London Metropolitan University - Information & Technology Services

FOI Request ref.29/1238

Date: 31 July 2018

Contract information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support

1. *ContractType: Maintenance, Managed, Shared (If so please state orgs).*

PBX – JISC Services Ltd (JANET) - Subscription
PBX – Maintel Europe Ltd- Maintenance
Mitel – Maintel Europe Ltd - Maintenance

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

See above

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*

Maintel Europe Ltd - £27,000

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

Cisco, Siemens, Mitel

5. *Number of telephone users*

Cisco – 0
Siemens – 1200
Mitel - 600

6. *Contract Duration: please include any extension periods*

1

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

JISC Services Ltd – 31/07/19
Maintel Europe Ltd – 31/05/19

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

30/10/19

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

Video Conferencing, PBX Contact Centre, PBX

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

PBX

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

JISC Services Ltd – Included in Internet connectivity & related services
Maintel Europe Ltd – Maintenance & Support

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.*

Maintel Europe Ltd – A request for quotation was carried out in 2016 (LMU2014-0724) and has been extended via SSJ for the years 17-18 and 18-19. The current expiry date is 31st May 2019.

JISC Services Ltd - was procured under the Jisc framework agreement

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.*

Mark Barrow, Infrastructure Manager, <mailto:m.barrow@londonmet.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?

Cisco – Variable on demand

Siemens – 2500

Mitel - 650

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?

See above

If the maintenance for telephone systems is maintained in-house please can you provide me with: Not maintained in-house.

1. *Number of telephone users* n/a
2. *Hardware Brand: The primary hardware brand of the organisation's telephone system.* n/a
3. *Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.* n/a
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.* n/a