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[REDACTED]

10 February 2015

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_15-028)

We have now considered your request of 09 February 2015 for information relating to the University's telephone system maintenance contract.

Our response is on page 2 of this letter, together with a copy of your request, and we hope this will meet your requirements.

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You have the right of appeal against this response. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Ellen Paterson
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_15-028)

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telecommunications contract.

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)*

The contract type is a managed solution with local administration.

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

The existing supplier is Unify, formerly Siemens Communications.

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*

The fixed annual fee for this contract, excluding any chargeable changes and development, is £63,000 + vat pa.

4. *Number of Users:*

There are 4,200 DDIs of which around 3,600 handsets are deployed.

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

The primary hardware brand is Unify OpenScope (formerly the HiPath 8000) and a pair of Siemens ISDX/L analogue exchanges which are in the process of being decommissioned.

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

VoIP provides basic telephony services, including switchboard which is via the Concierge platform, and, within the contract, we have a NetCall Liberty voicemail system providing message taking and auto-attendant features.

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

The telephone system type is VoIP.

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

The contract runs from February 2009 to October 2014, extended to Nov 2015.

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

The contract expiry date is 01 November 2015.

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

We are in the process of publishing a tender for on-going voice services which will be advertised under the EU procurement rules for public sector organisations.

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

The contract provides for proactive support and repair of the core telephony platform along with the supply of handsets. The system is locally administered and handsets are configured on-site. The contract also includes the provision of a third party voicemail service, in this case NetCall's Liberty solution.

12. *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.*

The service owner is Peter Andrews, Head of Networking. 01603 593804, p.andrews@uea.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.

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 Users:*

Not applicable – see response to question 1 above.

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

Not applicable – see response to question 1 above.

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

Not applicable – see response to question 1 above.

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.*

Not applicable – see response to question 1 above.

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

Not applicable – see response to question 1 above.

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?

Not applicable – see response to question 1 above.