Dear

Freedom of Information Response (Our Ref: K/21/049)

Thank you for your Freedom of Information (FOI) request dated 26 January 2021, reference K/21/049.

Your request read:

“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 if all the information is still the same besides the contracts dates please send just the new contract dates it would be much appreciated.

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?”

The University of Leeds holds some of this information. For your convenience we have set out our responses in the table below:

<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Type</td>
<td>Maintenance</td>
</tr>
<tr>
<td>Existing Supplier</td>
<td>Atos</td>
</tr>
<tr>
<td>Annual average spend</td>
<td>£100,000</td>
</tr>
<tr>
<td>Hardware brand</td>
<td>Unify</td>
</tr>
<tr>
<td>Number of telephone users</td>
<td>9000</td>
</tr>
<tr>
<td>Contract duration</td>
<td>12 months</td>
</tr>
<tr>
<td>Contract expiry date</td>
<td>December 2021</td>
</tr>
<tr>
<td>Contract review date</td>
<td>December 2021</td>
</tr>
<tr>
<td>Application(s) running on PBX/VOIP systems</td>
<td>None</td>
</tr>
<tr>
<td>Telephone System Type</td>
<td>Hybrid analogue/digital/VoIP</td>
</tr>
<tr>
<td>Contract description</td>
<td>Maintenance of four-node system. Monday – Frida four-hour response</td>
</tr>
<tr>
<td>Go to market</td>
<td>Via NEUPC framework</td>
</tr>
<tr>
<td>Contact detail</td>
<td>A J Steel, IT Network Manager. Tel: 0113 343 5848 Email: <a href="mailto:a.j.steel@leeds.ac.uk">a.j.steel@leeds.ac.uk</a></td>
</tr>
</tbody>
</table>
We do not hold any information in relation to any of your questions after question 13.

We hope this information is helpful. If you have any questions about this email, however, please do not hesitate to contact us on foi@leeds.ac.uk

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can request an Internal Review. Requests for Internal Review should be made in writing using the following contact information:

Post: Mr D Wardle
Deputy Secretary
The University of Leeds
Leeds
LS2 9JT

Email: foi@leeds.ac.uk

Requests for Internal Review should be submitted within 40 working days of receiving the University’s response to your request. Further information about how the University manages Freedom of Information requests and about our complaints procedure is also available on our website (www.leeds.ac.uk).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review/complaints procedure provided by the University. The Information Commissioner can be contacted at: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Chloe Wilkins
Freedom of Information Officer

Secretariat
University of Leeds