



Information Governance Team

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08 February 2022

Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI393725797

Thank you for your request for information relating to telephone maintenance.

You have requested the following information:

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telephone maintenance 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 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)

Supply and maintenance.

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

Microsoft: Teams for corporate workforce.

8x8: Contract Centre telecoms.

3. Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider

Following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

<https://www.coventry.gov.uk/contractsregister>

For Microsoft supply contract please see contract reference: COV – 6962.

For 8x8 supply contract please see contract reference: COV – 7025.

This exemption is not subject to the public interest test.

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

Polycom.

5. Number of telephone users:

Approximately 4,500 users.

6. Contract Duration: please include any extension periods.

Following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

<https://www.coventry.gov.uk/contractsregister>

For Microsoft supply contract please see contract reference: COV – 6962. Please note this is to be replaced by contract reference: COV – 12765 from the 1 April 2022.

For 8x8 supply contract please see contract reference: COV – 7025.

This exemption is not subject to the public interest test.

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

Please refer to Question 6.

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

Contract management is on-going, however, contracts are reviewed in relation to their procurement 18 months prior to their expiration.

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

For Questions 9 and 10 please refer to Question 2.

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

Microsoft: Supply of the Council's Microsoft Enterprise Agreement for all of the Council's Microsoft licencing requirements. This includes licencing for Microsoft Teams used as the corporate telephony solution.

8x8: Supply of Contact Centre as a Service (CCaaS) telephony solution for use by the Council's contact centres. This includes ongoing hosting, support and maintenance for solution.

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.

COV – 6962 - KCS Y17038 Software framework

COV – 12765 - KCS Y20011 Software framework

COV – 7025 – Crown Commercial Services RM1045 framework lot 10

13. Contact Detail: Of the person from within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

Michael Duffy, Category Manager

Email: procurement.services@coventry.gov.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 the information specified above including the person from within the organisation responsible for that particular contract.

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

14. Number of telephone Users:

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

16. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or

VOIP system. E.g., Contact Centre, Communication Manager.

Questions 14 to 16 are not applicable; this system is not maintained in house.

17. 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.

Paul Ward, Head of ICT & Digital.
Email: paul.ward@coventry.gov.uk

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

The contract is not due to expire until 2024.

19. 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, please refer to Question 18.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance