Further to your Freedom of Information request FOI67862 please find your questions and our responses below:

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)
   - Maintenance

2. Existing Supplier: If there is more than one supplier please split each contract up individually.
   - Beckett Telecom
   - Netcall
   - Tiger

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
   - Beckett Telecom £24,000
   - Netcall £11,400
   - Tiger £5,000
   
   All are new contracts so no historical spend

4. Number of Users:
   - 1,500

5. Hardware Brand: The primary hardware brand of the organisation’s telephone system.
   - Unify

6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
   - HiPath 4000

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

8. Contract Duration: please include any extension periods.
   - Beckett Telecom One year
   - Netcall 6 Months
   - Tiger 6 Months

9. Contract Expiry Date: Please provide me with the day/month/year.
   - Beckett Telecom 31 March 2016
   - Netcall 1 October 2015
10. Contract Review Date: Please provide me with the day/month/year.

<table>
<thead>
<tr>
<th>Beckett</th>
<th>January 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Netcall</td>
<td>September 2015</td>
</tr>
<tr>
<td>Tiger</td>
<td>TBA</td>
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</tbody>
</table>

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

**Beckett**
Support for
HiPath 4000
Openscape Contact Centre
Call Director

**Netcall**
Support for SEMAP+

**Tiger**
Support for Tiger 2020 Pro

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.
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.

John Tordoff, Technology Services Manager
john.tordoff@rbwm.gov.uk
01628 796327

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk
We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

David Davies
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St. Ives Road
Maidenhead SL6 1RF