



# EAST CAMBRIDGESHIRE DISTRICT COUNCIL

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Telephone: Ely (01353) 665555  
[www.eastcambs.gov.uk](http://www.eastcambs.gov.uk)

Further to your information request FOI/EIR 23/24-391, please find your question and our response below.

## **Request:**

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 spends 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 within 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 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:

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?

**Response:**

In accordance with Section 16(1) of the FOI Act, the Council has a duty to provide advice and assistance to you, as far as it is reasonable to do so. We can advise that the Council does not respond to unsolicited requests regarding sales, procurement, and commissioning.

Departments must follow a strict procedure as the council has a responsibility to spend public money to achieve the best possible value and outcomes for its citizens whilst maximising the wider social, economic, and environmental benefits.

We can direct you to the Council's website pages for procurement opportunities, events and how to sell to the Council: <https://www.eastcambs.gov.uk/east-cambs-district-council/doing-business-council>

This concludes your request FOI/EIR 23/24-391.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach [foi@eastcambs.gov.uk](mailto:foi@eastcambs.gov.uk) and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.