



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Response Date: 19/01/2024

2024/040 - Telephone Maintenance

In response to your recent request for information regarding;

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)

Managed

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

CGI, 250 Brook Drive, Green Park, Reading, RG2 6UA, UK M: +44 7834 583171 cgi-group.co.uk

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

North Wales Police do not hold this information as it is part of the wider managed service contract and cannot be broken down into granular level as requested as it covers aspects away from Telephone systems

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

Cisco

5. Number of telephone users:

3140

6. Contract Duration: please include any extension periods.

3 Years + 3

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

01/04/2026 or 10/04/2029 if extended

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

Reviewed Quarterly

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

Call Manager/Teams/Life X for critical communication

10. Telephone System Type: PBX, VOIP, Lync etc

VOIP System - This is separate to our telephone system maintenance contract and is covered as software support only

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

Enterprise Communication Services incorporates the provisioning, management, improvement, administration and troubleshooting of Network Services as well as providing advice and guidance for the future roadmap. Current and future services will need to align with the Police Digital Service (PDS) as delivered by the Police Digital Service (PDS). The PDS evolved/transitioned to the PDS in March 2022 and is expected to continually evolve, where continuous alignment is a key target. Forces will engage with the PDS delivery team.

The current network is a converged voice and data network harnessing Cisco technology on NWP sites linked to a managed MPLS service. NWP own the Cisco equipment and require the Contractor to proactively manage both the equipment and day to day operational service delivery (respond to incidents, requests, and changes) liaising with the provider where required.

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.

Tender Reference - 017459-2021

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.

Helen Wynne-Williams, Head of Technology, helen.wynne-williams@northwales.police.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.

Alex Smith, Technology Financial and Contract Management Officer, alex.smith@northwales.police.uk

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

1. Number of telephone Users:

3140

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

Cisco

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

Call 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.

Helen Wynne-Williams, Head of Technology, helen.wynne-williams@northwales.police.uk

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?

N/A

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 17/01/2024