



Response Date: 11/12/2024

2024/1122 – Hardware and Software maintenance and support

In response to your recent request for information regarding;

Please can you send us 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)

Cisco Call Manager - Managed (through CGI)

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

Cisco

3. Annual Average Spend:

£2616

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

Cisco

5. Number of telephone users:

1800

6. Number of Call Handlers on shift in the Control Room at any one time (Concurrent Users)

This will change throughout the day, depending on day of the week and hour of the day, there is not one average. Throughout the week it can vary between 11 and 42, plus supervisors (3) and Force Incident Managers (FIMs) up to 2

7. Contract Duration: please include any extension periods.

Cisco – support via a third party without outsourced provider, 2022-2027

8. Contract Expiry Date: Please provide us with the day/month/year.

Cisco – third party supplier expires 2027

9. Contract Review Date: Please provide us with the day/month/year.

As above

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

Cisco Call Manager

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

VOIP

12. Current issues/challenges – Potential areas of improvement that would add value?

Assign voicemail to new users

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

The current network is a converged voice and data network harnessing Cisco technology on North Wales Police (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.

14. Go to Market: How where these services procured, please provide us with either the tender notice or the framework reference number. Please specify if procured through other routes.

Framework

N/A

15. 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

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 09/12/2024