



Derry City & Strabane
District Council
Comhairle
Chathair Dhoire &
Cheantar an tSraitha B ain
Derry Cittie & Str abane
Destrict Coouncil

Ref: FOI / 1953

14 August 2018

Mr

Email: @gmail.com

Dear Mr

Freedom of Information Act 2000 Request Telephone maintenance contract

I refer to your FOI request and respond as follows:

Request

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:

Response:

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)
 - a. Maintenance
2. Existing Supplier: If there is more than one supplier please split each contract up individually.
 - a. Atlas Communication's
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
 - a. 103387 over 3 years, This included initial hardware and software costs moving to IP
4. Hardware Brand: The primary hardware brand of the organisation's telephone system.
 - a. Mitel
5. Number of telephone users:
 - a. 600
6. Contract Duration: please include any extension periods.
 - a. Out of Contact, Currently writing a new tender
7. Contract Expiry Date: Please provide me with the day/month/year.
 - a. Expired

Derry

C/o Council Offices
98 Strand Road
Derry
BT48 7NN

Strabane

C/o Council Offices
47 Derry Road
Strabane
BT82 8DY

+44 (0) 2871 253 253
info@derrystrabane.com
www.derrystrabane.com

f Derry City & Strabane District Council
@dcsdcouncil

8. Contract Review Date: Please provide me with the day/month/year.
 - a. [Currently](#)
9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
 - a. [VOIP, Micollab Phone Conferencing, Micollab Client \(Instant Message etc\)](#)
10. Telephone System Type: PBX, VOIP, Lync etc
 - a. [VOIP](#)
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
 - a. [SIP provision and support, phone line provision and support, maintenance on phones and phone systems including software](#)
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.
 - a. [Tender, No Reference Number, Tender attached](#)
13. 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.

[Paul Jackson](#)
Digital Services Manager
02871 376610
Paul.jackson@derrystrabane.com

If you are dissatisfied with our response you have rights of review and appeal; these rights consist of two review processes. Firstly our internal review procedure is available by contacting:

John Kelpie
Chief Executive
Derry City and Strabane District Council
98 Strand Road
Derry BT48 7NN Tel 028 71253253 or email john.kelpie@derrystrabane.com

Secondly, you can appeal directly by contacting the Information Commissioner at:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
CHESHIRE SK9 5AF Tel: 0303 123 1113 (local rate) or email: casework@ico.org.uk

I would advise however, the Information Commissioner has indicated that a review will not be undertaken unless the Council has first had an opportunity to re-consider its decision.

Yours sincerely

Head of Business



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