

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.

Daisy Communications

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

£ 66,000 this current year.

£ 55,000 average spend over the past 3 years.

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

Mitel

5. Number of telephone users:

10,500

6. Contract Duration: please include any extension periods.

3 years

SWA is in place for the servers which also provide support as part of the agreement.

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

Handset maintenance contract: 01 Sept 2018

Contact Centre software: 01 Sept 2021

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

Handset maintenance contract: No renewal date. It is more cost effective to replace handsets once warranty has lapsed and treated as consumables.

Contact Centre software: 01 Sept 2021

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

MiVoice Business

MICCC (Contact centre)

NuPoint (Voicemail)

MiVCR (Call recording)

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

Mitel MiVoice Business – VoIP

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

Contract has expired. SWA renewed annually which provides server upgrades and service desk support.
Contact Centre software: 24/7 support

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 was carried under Scottish Procurement guidelines in 2013.

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.

Graham Mitchell, Head of Technical Services, [REDACTED], email graham.mitchell@gov.scot

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.

N/A

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.

N/A

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

1. Number of telephone Users:

10,500

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

Mitel

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

MiVoice Business, NuPoint, MiVCR, MICCC

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.

Graham Mitchell, Head of Technical Services, Tel. 0131 244 5293, email graham.mitchell@gov.scot

Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.

SWA is in place to upgrade servers with annual renewal. Currently a license subscription is used within the environment.

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