



LONDON FIRE BRIGADE

London Fire Brigade Headquarters
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Freedom of Information request reference number: FOIA4529.1

Date of response: 06 August 2019

Request and response:

Please can you send me the following contract information via email 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*
Managed
2. *Existing Supplier: If there is more than one supplier please split each contract up individually*
Datrix Limited
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.*
Projected average annual spend is £180,000.
4. *Hardware Brand: The primary hardware brand of the organisation's telephone system.*
Siemens PBX x 3 with Unify telephone handsets
5. *Number of telephone users:*
2,250
6. *Contract Duration: please include any extension periods.*
3 years
7. *Contract Expiry Date: Please provide me with the day/month/year.*
18 July 2022
8. *Contract Review Date: Please provide me with the day/month/year.*
Annually – dates TBD
9. *Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.*
Nothing loaded locally, these are all hosted
10. *Telephone System Type: PBX, VOIP, Lync etc.*
PBX & VOIP

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

This contract is for the supply of a hosted (cloud based) non-emergency telephony service for Brigade headquarters, area offices, control, and fire stations. This includes the provision of a concierge facility, a voicemail facility, a moves / changes service, call logging functionality, (limited) call recording functionality, interconnection with BT for PSTN services, and replacement of equipment.

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.*

Procured through a further competition exercise under CCS Network Services Lot 5 (framework ID: RM1045).

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.*

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