

ICT - Frequently asked questions – NETWORKS

NETWORKS including fixed line telecoms, ISP, Broadband, WAN, Data Connectivity		
Total telecoms spend	<u>Financial Year</u> 2010/11 2011/12 2012/13 2013/14 2014/15 2015/16 <u>Calendar Years:</u>	£995,000 £975,000 £1,400,000 £1,500,000 £2,028,010 (inc former SLHT sites) £1,895,621 Information not held as reports are in financial years
Current Fixed Line (Voice Circuits) Providers	<u>Denmark Hill site</u> COLT, BT, CABLE & WIRELESS	<u>Bromley Sites (PRUH, Orpington, Beckenham Beacon)</u> COLT, BT
Fixed Line Renewal Date	Varies. Contract awarded 01/12/2014 to 30/11/2019	
Number of Lines	<u>Denmark Hill site</u> COLT 300 BT 30 C&W 30	<u>Bromley Sites (PRUH, Orpington, Beckenham Beacon)</u> COLT 225
Minutes/Landline Provider- Supplier's name (Fixed Voice not Mobiles)	<u>Denmark Hill site</u> COLT, BT, CABLE & WIRELESS	<u>Bromley Sites (PRUH, Orpington, Beckenham Beacon)</u> COLT
Minutes Landline Monthly Spend	Monthly average spend ~£18,000 (inc VAT)	
Type of lines	PRI (Euro ISDN)	
Number of Extensions	All sites – approx. 13000	
Fixed Broadband Provider- Supplier's name	BT	
Fixed Broadband Renewal Date	12 months rolling – 1 st April	
Fixed Broadband Annual Spend	Annual average spend – ~£20,000 (excluding VAT)	
What are the names, line types and speeds of your ISPs	BT-N3, 50Mbps	
Do you use VoIP for your internal communications	Yes (Mixed TDM)	
Are your external calls through your voice carrier carried over VoIP or do they go over a conventional phone	ISDN30	

ICT - Frequently asked questions – NETWORKS

NETWORKS including fixed line telecoms, ISP, Broadband, WAN, Data Connectivity	
line?	
VOIP/PBX Installation Date	IPT Project in progress Moving from ISDX at Kings to Mitel 3300 Moving from MD110 to Mitel 3300
Renewal Date on any leased Telephony systems	Numerous leases - end date varies May / June 2018
Lease Provider- Supplier's name	Leaseguard/Siemens Finance/ Dell Financial Services
WAN Provider	Redstone / BT / Virgin
WAN Renewal Date	Varies from line to line
WAN Annual Spend	Annual average spend – £135,000
PBX Models	Siemens iSDX/Unify iSDX/Mitel 3300/MD110
PBX Installation Date	iSDX approx 26 years ago - Mitel in progress
PBX Maintained By	Daisy
Telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support:	Daisy – All PBX/Mitel / ISDX / MD110 Netcall – Remind+/voicemail/Orator/Major incident/auto-attendant CTI - Proteus call logger
Contract Type: Maintenance, Managed, Shared (If so please state orgs)	Maintenance as above
Existing Supplier: If there is more than one supplier please split each contract up individually.	As above
Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider	Daisy (previously Damovo)– 14/15 £49,000, 15/16 £81,000 ,16/17 £81,000 Scalable (replaced with Daisy) 14/15 £70,000 Netcall – 14/15 £83,000, 15/16 £100,000, 16/17 £101,000 CTI - 14/15 £6,000, 15/16 £6,000,16/17 £6,000
Number of Users:	13000 approx
Hardware Brand: The primary hardware brand of the organisation's telephone system.	PBX/Mitel 3300 / ISDX / MD110
Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g.Contact Centre, Communication Manager.	Mitel voice conference
Telephone System Type: PBX, VOIP, Lync etc	VOIP TDM ISDX / Mitel 3300 / MD10
Contract Duration: please include any extension periods.	5 years
Contract Expiry Date: Please provide me with the day/month/year.	Dec 2020
Contract Review Date: Please provide me with the day/month/year.	Dec 2019
Contract Description: Please provide me with a brief description of the overall service provided under this	Maintenance. Full support on all telephony platforms

ICT - Frequently asked questions – NETWORKS

contract.	
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.	See Names & Contact Information under GENERAL FAQ's
Number of Users:	13000 all sites approx
Hardware Brand: The primary hardware brand of the organisation's telephone system.	ISDX / Mitel 3300 / MD10
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.	See Names & Contact Information under GENERAL FAQ's
Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.	N/A
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?	Bailey Telecoms, AN, Damovo/Daisy
Telecoms and Unified Comms infrastructure: On-premises IP PBX (Internet Protocol Private Box Exchange)	No. of end users/seats: 11000
Contact centre/call centre contracts	All run via Liberty Netcall
Contact Details: The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.	See Names & Contact Information under GENERAL FAQ's