Thank you for your enquiry with regard to Shropshire Fire and Rescue Service's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support.  Please see below responses to your questions.

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.   
   Integral
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    
   £5000
4. Number of Users:    
   200
5. Hardware Brand: The primary hardware brand of the organisation’s telephone system.    
   Unify
6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.    
   Could you please clarify?
7. Telephone System Type: PBX, VOIP, Lync etc    
   PBX
8. Contract Duration: please include any extension periods.    
   Annual renewal
9. Contract Expiry Date: Please provide me with the day/month/year.    
   October
10. Contract Review Date: Please provide me with the day/month/year.    
    01/09/2016
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.    
    24/7 support
12. 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.   
    Sally Edwards, ICT Manager, 01743 260200, [sally.edwards@shropshirefire.gov.uk](mailto:sally.edwards@shropshirefire.gov.uk)

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: N/A

1.       Number of Users:

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

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

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.

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

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? 