

Daniel Leonard

FOIA Ref 2019/0161

By email only: [request-610381-
b2c91426@whatdotheyknow.com](mailto:request-610381-b2c91426@whatdotheyknow.com)

10 December 2019

Dear Daniel

**REQUEST FOR INFORMATION UNDER THE FREEDOM OF INFORMATION ACT
2000**

Please find below TfGM's response to your Freedom of Information request which was received at this office on 09/10/2019.

Information requested as set out below:***Please confirm the manufacturer of your telephony system(s) that are currently in place?***

Cisco

When was the installation date of your telephony equipment?

Approximately 12 years ago. Hardware has been refreshed and software has been upgraded on an as required basis since.

Who maintains your telephony system(s)?

TfGM staff with Cisco SMARTNET support

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

Annual support and maintenance costs are approximately £52k based on last year's renewals. Please note all our Cisco renewals are bundled together so this is a portion of the total SMARTNET and software assurance costs.

When is your contract renewal date?

The current Cisco SMARTNET Contract expiry date is 31 March 2020.

Please confirm the manufacturer of your Contact centre system(s) that are currently in place?

Cisco

When was the installation date of your contact centre infrastructure?

Approximately 12 years ago. Hardware has been refreshed and software has been upgraded on an as required basis since.

Who maintains your contact centre system(s)?

TfGM staff with Cisco SMARTNET support

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

As above. Annual support and maintenance is approximately £52k based on last year's renewals. Please note all our Cisco renewals are bundled together so this is a portion of the total SMARTNET and software assurance costs.

How many contact centre employees/agents do you have?

45

When is your contract renewal date?

The current Cisco SMARTNET Contract expiry date is 31 March 2020.

Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?

Yes. Cisco & Skype for business.

How many employees do you have overall within your organisation?

Approximately 900

Who currently provides your calls and lines?

Daisy Communications

What is your current annual spend on calls and lines?

Approximately £100K

When is your contract renewal date?

31st August 2020

Are you using SIP or ISDN?

ISDN

Do you use a wide area network?

Yes

If you are not satisfied with the response in this letter you may ask for an internal review. If you would like an internal review you should contact me in the first instance. My e-mail address is at the end of this letter.

If you remain dissatisfied after an internal review has been undertaken, you have a right to apply to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Office of the Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.informationcommissioner.gov.uk

Please remember to quote the above reference number in any future communications.

Yours sincerely

A handwritten signature in black ink that reads "N. Tetley". The signature is written in a cursive style with a horizontal line underneath the name.

Nicola Tetley

Paralegal

Email: foi@tfgm.com