

## Response to Request for Information

Reference      FOI 002682  
Date            20 August 2018

### *Mobile and Fixed Line Telephony*

**Request:**

I am writing to you under the Freedom of Information Act 2000 to request information regarding telecoms.

The attached spreadsheet shows a number of questions regarding your mobile and fixed line telephony.

[In response to your above request, please see our response provided on page 2.](#)

[Please note that the gross spend declared, is inclusive of spend on behalf of The City of Wolverhampton's externally supported customers, who do not form part of the Authority.](#)

Topic	Question	Supplier 1	Supplier 2	Supplier 3	Supplier 4
General Instructions	Questions with a red mark in the top right corner have additional notes. Please hover mouse pointer over the question to see the notes.		Please only include information for additional suppliers if the annual spend with the supplier which is relevant to the question, exceeds £10,000 ex VAT		
Mobile Telephony	Name of supplier:	EE	Vodafone	The costs reported for EE and Vodafone are inclusive of spend on behalf of Council's partner organisations.	
	Total spend with supplier in a recent 12 month period (all spend, including hardware):	£95,000	£325,000		
	Of total spend, how much of the spend related to mobile device usages charges including line rental	£20,000	£0		
	Current number of connections (SIMs)	4485	700		
	Contract model (co-terminus / term per connection / both):	Co-Terminus	Per Connection		
	Contract end date:	March 2020	Rolling monthly, in process of moving over to EE contract.		
	What procurement route has been used for your mobile contract:	CCS Framework RM1045	CCS Framework 1498		
	Contact details of the key decision maker when the contract is renewed or retendered -	Steve Charles/ICT Management/Procurement			
	Name:	Steve Charles			
	Department:	ICT			
	Job Description:	Customer Support Manager			
	Telephone:	01902 552737			
	Email:	<a href="mailto:Steve.Charles@wolverhampton.gov.uk">Steve.Charles@wolverhampton.gov.uk</a>			
Fixed Line Telephony	Name of supplier:	Virgin Media			
	Total spend with supplier (on fixed line telephony) in a recent 12 month period:	£325,000			
	Number of ISDN30 bearers:	6			
	Number of ISDN30 channels:	180			
	Number of PSTN lines:	3732			
	Number of SIP trunks:	2			
	Number of SIP channels:	400			
	Contract End Date:	31/01/2020			
	What procurement route has been used for your fixed line contract:	CCS Framework RM1045			
	Contact details of the key decision maker when the contract is renewed or retendered -	Steve Charles/ICT Management/Procurement			
	Name:	Steve Charles			
	Department:	ICT			
	Job Description:	Customer Support Manager			
	Telephone:	01902 552737			
	Email:	<a href="mailto:Steve.Charles@wolverhampton.gov.uk">Steve.Charles@wolverhampton.gov.uk</a>			
Internal Telephony	Name of PBX infrastructure maintenance supplier:	Charterhouse Voice & Data			
	Total spend with supplier (on internal telephony maintenance and hardware) in a recent 12 month period:	£35,000			
	Of total spend, what was the spend on physical kit:	£0			
	Of total spend, what was the spend on licences:	£35,000			
	Switch Manufacturer(s) and Model Number(s):	Mitel			
	Number of ports being used:	4000 Extension Numbers			
	Contract End Date for maintenance contract:	31/03/2019			
	For contracts requiring OJEU or frameworks, what procurement route is currently used:	Competitive quotes annually			
	Contact details of the key decision maker when the contract is renewed or retendered -	Steve Charles/ICT Management/Procurement			
	Name:	Steve Charles			
	Department:	ICT			
	Job Description:	Customer Support Manager			
	Telephone:	01902 552737			
	Email:	<a href="mailto:Steve.Charles@wolverhampton.gov.uk">Steve.Charles@wolverhampton.gov.uk</a>			