

3 July 2019  
Our ref: 5410328

Thank you for your request received on 21 June 2019, for the following information:

**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 (If so please state orgs)**
- 2. Existing Supplier: If there is more than one supplier please split each contract up individually.**
- 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**
- 4. Hardware Brand: The primary hardware brand of the organisation's telephone system.**
- 5. Number of telephone users:**
- 6. Contract Duration: please include any extension periods.**
- 7. Contract Expiry Date: Please provide me with the day/month/year.**
- 8. Contract Review Date: Please provide me with the day/month/year.**
- 9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.**
- 10. Telephone System Type: PBX, VOIP, Lync etc**
- 11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.**
- 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.**
- 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.**
- 14.**

**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?**

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.

We have processed this request under the Freedom of Information Act 2000.

**Response**

I can confirm that London Borough of Barnet holds the information you requested.

We have been using Cisco but the majority are being withdrawn with the transfer to skype which only requires a headset. The Telephony contracts are owned and managed directly by our out-sourced partner Capita.

However, we consider that the following exemptions apply to some of the information requested. The remaining information is not withheld and is below/attached.

The Telephone system is maintained by Capita as part of the Outsourcing contract which covers all our back office functions.

We consider that the absolute exemption set out in Section 21 (Information accessible by other means) applies to the information requested because the information requested is already reasonably accessible elsewhere.

<https://open.barnet.gov.uk/dataset/customer-and-support-group-csg-contract>

Full Business Case, procurement method and contract costs can be found at <http://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=120&MID=7462#A13944>

Actual spend and Capita contract performance reports can be found on [www.barnet.moderngov.co.uk](http://www.barnet.moderngov.co.uk)

The Capita contract is managed by our Director of Commercial Services - Duncan Tessier

Head of Customer and Digital - Barry May

<https://www.barnet.gov.uk/your-council/about-council/barnet-council-management-structure>

### **Further information**

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

### **Advice and Assistance : Direct Marketing**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

**For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.**

## **Your rights**

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: [foi@barnet.gov.uk](mailto:foi@barnet.gov.uk). Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website [www.ico.org.uk](http://www.ico.org.uk)). There is no charge for making an appeal.