



Assurance Group  
London Borough of Barnet,  
2 Bristol Avenue, Colindale,  
London NW9 4EW  
17 December 2019  
Our ref: 5892132

Thank you for your request received on 17 December 2019, for the following information:

- 1. Who is your IT Manager for the authority?**
- 2. Do you have an outsourced IT Managed Services Provider (MSP), if yes please provide the name of the organisation).**
- 3. Are looking to re-tender?**
- 4. Under what framework do you use for the re-tender process?**
- 5. Does the current MSP provide any of the following services:**
  - \* Cloud Services (Microsoft Office 365, Hosted Exchange, Email Security & Anti-Spam for Office 365, Two Factor Authentication, Hosted Desktop, MS AZURE, Storage, Backup, Telephony)**
  - \* Internet Connectivity**
  - \* Firewalls and Network Security (Web or email, Filtering, Anti-Virus, Encryption and more)**
  - \* Network Switching and routing**
  - \* Wireless Network and Guest Wifi**
  - \* Remote Access**
  - \* Servers and the desktop environment (physical desktops, hosted desktops, tablets, laptops and VDI/thinclient, mobile device management for private devices on a corporate network)**
  - \* On-site IT Audits and PEN testing**
  - \* Server and Desktop Virtualization**
  - \* Storage (SAN and NAS)**
  - \* Backup and disaster recovery**
  - \* Software such as Microsoft, Adobe, Citrix**
  - \* Audio Visual**
- 6. On which framework is your IT software and IT Hardware purchased on?**
- 7. Do you work with independent suppliers away from the framework, if you do, under what type of procurement process do you have with them?**
- 7. Are you open to working with independent service providers away from the framework, if yes under what circumstances, please include monetary value?**
- 8. Which department manages this procurement process?**

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

## Response

The council holds the information requested and it is attached/ the answers to your questions are below

### ***1. Who is your IT Manager for the authority?***

Barry May

### ***2. Do you have an outsourced IT Managed Services Provider (MSP), if yes please provide the name of the organisation).***

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### ***3. Are looking to re-tender?***

### ***4. Under what framework do you use for the re-tender process?***

### ***5. Does the current MSP provide any of the following services:***

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### ***8. Which department manages this procurement process?***

Full details of the contract are published at:

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

## 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.