

London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
23 May 2022
Our ref: 8269630

Thank you for your request received on 11 May 2022, for the following information:

Telephony System

- 1. What is your current telephony system?**
- 2. How many users of the telephony system?**
- 3. When is the contract up for renewal?**
- 4. Are you considering Microsoft Teams Voice?**
- 5. The name of the person responsible for this contract?**
- 6. The email address of the primary contact for this contract?**

Mobile phones

- 1. Who is your current mobile phone provider?**
- 2. How many mobile connections?**
- 3. When is the contract up for renewal?**
- 4. The name of the person responsible for this contract?**
- 5. The email address of the primary contact for this contract?**

Procurement

- 1. Do you procure through the Networks Services 2 framework?**
- 2. Do you Direct Award?**

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

Telephony System

1. What is your current telephony system?

Cisco Call Manager and Teams Calling

2. How many users of the telephony system?

3. When is the contract up for renewal?

Barnet has outsourced it's ICT provision to Capita. Details of the contract can be found at:

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

4. Are you considering Microsoft Teams Voice?

Already in place

5. The name of the person responsible for this contract?

Barnet has outsourced it's ICT provision to Capita. Details of the contract can be found at:

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

6. The email address of the primary contact for this contract?

Barnet has outsourced it's ICT provision to Capita. Details of the contract can be found at:

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

Mobile phones

1. Who is your current mobile phone provider?

O2

2. How many mobile connections?

Approximately 3000

3. When is the contract up for renewal?

2023

4. The name of the person responsible for this contract?

5. The email address of the primary contact for this contract?

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Procurement

1. Do you procure through the Networks Services 2 framework?

2. Do you Direct Award?

The councils procurement department would lead on this.

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

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. Or by post to Records & Information Management Service, Assurance Group, 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). There is no charge for making an appeal.