

London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
23 November 2022
Our ref: 8711088

Thank you for your request received on 23 November 2022, for the following information:

- 1. Incumbent Supplier:** For each of the contract(s) please can you provide me with the supplier of the contract.
- 2. Annual Average Spend:** For each supplier, please state the annual average (over 3 years) spend for each supplier
- 3. Contract Duration:** For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.
- 4. Contract Expiry:** For each supplier, please state the date of when the contract expires.
- 5. Contract Review:** For each supplier, please state the date of when the contract will be reviewed.
- 6. Contract Description:** For each supplier, please state a brief description of the services provided of the overall contract.
- 7. Contact Details:** For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. At the very least please provide me with their actual job title.
- 8. Number of Agents;** please provide me with the total number of contact centre agents;
- 9. Number of Sites;** please can you provide me with the number of sites the contact centre covers.
- 10. Manufacturer of the contact centre:** Who is the manufacturer of the contact centre system that you operate?
- 11. Do you use Microsoft Exchange 2003 as your email server?** If not, then which products do you use?
- 12. Number of email users:** Approximate number of email users across the organisations.

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

1. 0800, 0845, 0870, 0844, 0300 number
2. Routing of calls
3. Caller Identifier
4. Caller Profile- linking caller details with caller records
5. Interactive voice response (IVR)

For a contract relating to the above please can you provide me with?

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Please can you acknowledge my request so that I know that the request is being dealt with. If you have any questions or queries in relation to this request, please send me an email and I will respond accordingly.

Also, I would appreciate it if the contract information was included within a spreadsheet.

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.

However, we believe that the exemptions detailed below apply to some/all of this information and this is withheld. Please see the Refusal Notice below.

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S21 - Material already published

Under section 21 of the Act, we are not required to provide information in response to a request if it is already reasonably accessible to you by other means.

The information relevant to your request is published online at the following link:

[Customer and Support Group \(CSG\) contract | Barnet Open Data](#)

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.