

London Borough of Barnet,
2 Bristol Avenue,
Colindale, NW9 4EW
30 January 2023
Our ref: 9024520

Thank you for your request received on 19 January 2023, for the following information:

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telephone maintenance contract.

The contract information sent by the organisation previously has now expired please can you provide me with a new update of the telephone maintenance contract:

Please can you send me the following contract information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support if all the information is still the same besides the contracts dates please send just the new contract dates. It would be much appreciated.

- 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 spends 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 within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.**

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 the information specified above including the person from within the organisation responsible for that particular contract.

If the maintenance for telephone systems is maintained in-house, please can you provide me with:

1. Number of telephone Users:
2. Hardware Brand: The primary hardware brand of the organisation's telephone system.
3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.
4. Contact Detail: Of the person from with the organisation responsible for telephone maintenance full Contact details including full name, job title, direct contact number and direct email address.

Also, if the contract is due to expire, please provide me with the likely outcome of the expiring contract.

If this is a new contract or a new supplier, please can you provide me with a short list of suppliers that bid on this service/support contract?

I'm happy to receive this information in an email.

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

Response

The council holds the information requested and it has answers to your questions below.

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All the information relating to this comes under our overarching contract with Capita. Please see below the link to the contract.

<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

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.