



June 2019

Freedom of Information Request Reference N^o: FOI 001835/19

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 16th May 2019 in which you sought access to the following information:

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:

- 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.

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 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?

Response to your Request

The response provided below is correct as of 24th May 2019.

Norfolk and Suffolk Constabularies have located the following information as relevant to your request.

Q1 Contract type:- Maintenance

Q2 Existing Supplier:-

- Maintel (via Insight Direct UK Ltd) Please see linked contract details below:-
<https://www.blpd.gov.uk/foi/foicontractview.aspx?contractid=31321>
- Mitel (via Daisy Corporate Communications Ltd) Please see linked contract details below:-
<https://www.blpd.gov.uk/foi/foicontractview.aspx?contractid=36753>

Q3 Annual average spend:-

Supplier	2016/17	2017/18	2018/19
Maintel	£0	£0	£173,377
Mitel	£0	£405,257	£92,053

Q4 Hardware Brand:-

- Cisco
- Mitel

Q5 Number of telephone users:-

- Cisco Call Manager x 4500
- Mitel x 150

Q6/7 This information is available on the contracts, as per the links provided above.

Q8 Contracts are reviewed annually, near the anniversary and at other times, if required.

Q9 Applications running on VOIP

- Q10 Telephone system type:- VOIP
- Q11 Cisco: software maintenance
Mitel: hardware maintenance
- Q12 Both utilising CCS Framework Agreements
- Q13 Contact details:-

Procurement: Stephen Perrins, Category Manager. Telephone 101
Stephen.perrins@suffolk.pnn.police.uk

Technical: Mark Arbon, Network Team Manager. Telephone 101
Mark.arbon@norfolk.pnn.police.uk

Neither contract is immediately due to expire and have options for further extension.
Neither of these are new contracts.

Where links have been provided the exemption at section 21 has been engaged. Under Section 21(1) of the Freedom of Information Act (2000), public authorities are not required to provide information that is reasonably accessible to the public by other means, in this case via the BLPD website, therefore in accordance with Section 17 of the Freedom of Information Act (2000), this serves as a Refusal Notice for these parts of your request.