



11<sup>th</sup> June 2019

## Freedom of Information Request Reference N<sup>o</sup>: FOI 001835/19

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 16<sup>th</sup> 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 24<sup>th</sup> 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](mailto:Stephen.perrins@suffolk.pnn.police.uk)

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

This response will be published on the Constabularies web-site under the Freedom of Information pages:-

<https://www.norfolk.police.uk/about-us/our-data/disclosure-log>  
<https://www.suffolk.police.uk/services/freedom-information/disclosure-logs>

Should you have any further queries concerning this request, please contact Amanda Gibson, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;  
<http://www.opsi.gov.uk/>

Norfolk and Suffolk Constabularies are not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

Your Right to Request a Review of Decisions Made Under the Terms of the  
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and Suffolk Constabulary that you are requesting a review within 40 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker  
Information Management Department  
Norfolk Constabulary  
Operations and Communications Centre  
Jubilee House  
Falconers Chase  
Wymondham  
Norfolk NR18 0WW  
OR  
Email: [freedomofinformation@norfolk.pnn.police.uk](mailto:freedomofinformation@norfolk.pnn.police.uk)*

In all possible circumstances Norfolk and Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Norfolk and Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at [www.ico.org.uk](http://www.ico.org.uk) or contact them at the address shown below:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 01625 545 700