



## Freedom of Information Request Reference N°: FOI 002309/19

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 21 June 2019 in which you sought access to the following information:

*"Please can you send me the following contract information via email 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*
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.”*

## **Response to your Request**

The response provided below is correct as of 24 June 2019.

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

1. The Constabularies have two contracts both of which are maintenance contracts.
2. The existing Suppliers are Maintel (via Insight Direct UK Ltd) and Mitel (via Daisy Corporate Communications Ltd).
3. The annual average spend is as follows:

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

4. The hardware Brands are Cisco and Mitel.
5. The total number of telephone users is as follows:  
Cisco Call Manager - 4500  
Mitel - 150
6. Information concerning both contracts are available on the BlueLight Procurement Database (BLPD)

Section 17 of the Freedom of Information Act 2000 requires that Suffolk and Norfolk Constabularies, when refusing to provide such information (because the information is exempt) is to provide you the applicant with a notice ban which:

- (a) States that fact
- (b) Specifies the exemption(s) in question and
- (c) States (if that would not otherwise be apparent) why the exemption(s) applies.

The information is exempt from disclosure by virtue of the following exemption(s);

### **Section 21(1) - Information reasonably accessible by other means**

Information concerning these contracts is published on the BLPD and is therefore reasonably accessible by other means as per Section 21 of the Freedom of Information Act 2000. The following links will take you to the relevant webpage:

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>

7. The contract expiry date is on BLPD
8. The Contracts are reviewed annually, near the anniversary and at other times, if required.
9. The applications are running on VOIP
10. The telephone system type is VOIP
11. The Cisco contract is software maintenance and the Mitel contract is hardware maintenance.
12. Both contracts were procured utilising CCS Framework Agreements
13. The contact details for the person responsible for both contracts is as follows:

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

Should you have any further queries concerning this request, please contact Clair Pack, 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 20 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  
Suffolk Constabulary  
Police Headquarters  
Martlesham Heath  
Ipswich  
Suffolk  
IP5 3QS  
OR  
Email: [information@suffolk.pnn.police.uk](mailto:information@suffolk.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 40 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