

Date: 30 June 2022

Our Reference: FOIA-2022-054

RE: Your request for information under the Freedom of Information Act 2000

I write in response to your email dated 1 June 2022, in which you made a Freedom of Information Act 2000 ('FoIA 2000') request for information on telephone maintenance contracts. You specifically requested information on:

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.

When a request for information is made under FoIA 2000, a public authority has a general duty under section 1(1) of the Act to inform an applicant whether the requested information is held. There is then a general obligation to communicate that information to the applicant. If a public authority decides that the information should not be disclosed because an exemption applies, it

must, under section 17(1) cite the appropriate section or exemption of the Act and provide an explanation for relying upon it.

It is important to note that a freedom of information request is not a private transaction. Both the request itself and any information disclosed are considered suitable for open publication, that is, once access to information is granted to one person under the legislation, it is then considered public information and must be communicated to any individual should a request be received. In light of this, our responses and disclosures are published on our external website at a later date. This should be borne in mind where a request is made for personal data of named individuals.

Decision

In line with section 1(1) of FOIA 2000, I can confirm that the College does hold **some** of the information you have requested. Please see **below** for responses to your questions.

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

All the information is still the same and we have had 2 extensions to the contract dates as follows:

Supplier: Gamma – SIP Trunks / Numbers

Extension to Date :20/12/2022

Extension Notes : Contracted extended to December to maintain the current lines we have the option to terminate early should it be required but we need to maintain service / transfer numbers to any future new service hence the extension. Cost is approximately the same as before.

Review Status: We will review this when we have confirmed the new solution, we will be looking to cease the SIP trunks once the ATOS system is decommissioned and transfer the DDI to the new service which is to be confirmed. This also provides SIP trunks to our Skype Platform which is due to be retired in July so we will reduce the number of channels once this is off.

Supplier: BT – OpenScape Voice PABX

Extension to Date : 31/08/22

Extension Notes : OpenScape Contract Extended for 6 months to provide additional support on existing systems while we complete new requirements documents and re compete.

Total cost for extension £78,058.50

Review Status: Currently under review and new requirements to be put out to competition as soon as documents ready. Framework is TBC and to be reviewed by Procurement.

I trust this letter answers your questions. Your rights are provided in **Appendix A**.

Yours sincerely,

Sukie Kaur
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Appendix A

Under the Freedom of Information Act 2000 you have a right to request an internal review if you are dissatisfied with our handling of your request. Review requests should be made in writing (by email or post) within 40 working days from the date of our original response. We will aim to respond to your review request within 20 working days.

The Information Commissioner's Office (ICO)

If, after lodging a review request you are still dissatisfied, you may raise the matter with the ICO. For further information you can visit their website at <https://ico.org.uk/for-the-public/official-information/>. Alternatively, you can contact them by phone or write to them at the following address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Phone: 0303 123 1113