



9 May 2017

FREEDOM OF INFORMATION ACT 2000 - REQUEST REF: FOI 0405-17

I am writing in response to your email of 24 April 2017 asking for information under the Freedom of Information Act (FOIA) 2000. You specifically asked:

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telecommunications 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. *Number of Users:*
5. *Hardware Brand: The primary hardware brand of the organisation's telephone system.*
6. *Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.*
7. *Telephone System Type: PBX, VOIP, Lync etc*
8. *Contract Duration: please include any extension periods*
9. *Contract Expiry Date: Please provide me with the day/month/year.*
10. *Contract Review Date: Please provide me with the day/month/year*
11. *Contract Description: Please provide me with a brief description of the overall service provided under this contract.*
12. *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 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 am writing to confirm that we have now completed the search for the information, which you requested. I can confirm that Wilton Park does hold information relevant to your request.

We can supply the following relevant information relevant to the telephone maintenance contract.

1. This is a managed and shared contract.
2. The existing suppliers are Computer-Eyez and Converged Tek.
3. The annual average spend for this contract is £5,820.
4. The number of users is 150
5. The primary hardware brand is Avaya and Polycom.
6. The applications running on this system are Integrator, Reception console and CRM Integrator.
7. The telephone system type is VOIP/PBX hybrid.
8. The contract duration is 3 years.
9. The expiry date is Q1 of 2020.
10. The review date is Q3 of 2019.
11. Contract description:
Major fault diagnostics within 1 hour of fault log time; Weekday onsite support 0800-1800; remote engineering support 24 x 7; field engineer site visit after initial FLT of 4 hours (major fault) and 12 hours (minor fault).
12. Contact details for the responsible officer for the above contract:
Tel. 01903 815020. Email: admin@wiltonpark.org.uk.

The short list of suppliers that bid on this service/support contract included Horizon, South West Communications, Open Communications, EuroDexx, Avaya, Computer-Eyez.

We have withheld the name and job title of the person responsible for this contract under section 40 of the FOIA. It is our view that disclosure of this information would breach the first data protection principle, which states that personal data should be processed fairly and lawfully. Section 40(2) and (3) of the FOIA therefore apply. It is the fairness aspect of this principle, which we think, would be breached by disclosure in this case. In such circumstances, section 40 confers an absolute exemption on disclosure. We do not therefore have to apply the public interest test.

Yours sincerely

Senior Information Risk Officer



We keep and use information in line with the Data Protection Act 1998. We may release this personal information to other UK government departments and public authorities