

**FOI Reference Number:** FOI/104/1920

**Date:** 05 July 2019

**Request:**

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 (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.

**Response:**

Thank you for your information request which Mid and East Antrim Borough Council received on 21 June 2019.

Please find below Mid and East Antrim Borough Council's response to the information you requested in relation to contract information.

1. Contract Type: *Managed*

2. Existing Supplier:

*This information is exempt under Section 31(1)(a) of the Freedom of Information Act 2000) and is therefore withheld. Section 31(1) states, Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice - (a) the prevention or detection of crime. It has been identified that by releasing this information into the public domain the opportunity for potential hacking/tracking is increased.*

3. Annual Average Spend: *21000*

4. Hardware Brand:

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5. Number of telephone users: *600*

6. Contract Duration: *to 2014/15 to April 2020*

7. Contract Expiry Date: *April 2020*

8. Contract Review Date: *January 2020*

9. Application(s) running on PBX/VOIP systems: -

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10. Applications that run on the actual PBX or VOIP system

*This information is exempt under Section 31(1)(a) of the Freedom of Information Act 2000) and is therefore withheld. Section 31(1) states, Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice - (a) the prevention or detection of crime. It has been identified*

***that by releasing this information into the public domain the opportunity for potential hacking/tracking is increased.*** Telephone System Type: VOIP

***11. Contract Description: Provision of Unified Communication and Telephony Services***

***12. Go to Market: Tender T12***

***13. Contact Detail:*** [REDACTED]  
[REDACTED] [midandeastantrim.gov.uk](http://midandeastantrim.gov.uk), [REDACTED]

If you are dissatisfied with the handling of part of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Chief Executive at the Braid Ballymena Town Hall, 1-29 Bridge Street, Ballymena, BT43 5EJ.

Please remember to quote the reference number FOI/104/1920 in any future communications.

If you are not content with the outcome of an internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Please be advised that Mid and East Antrim Borough Council may release the response to this information request into the public domain via our website at <https://www.midandeastantrim.gov.uk/>.

If we publish our response to your request, your personal data will be removed to protect your privacy.