



FREEDOM OF INFORMATION REQUEST

FOI Reference number: **55/2013**

Date: **09 December 2013**

Request:

Dear FOI Officer,

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telecommunications 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:

Answers are provided below in bold

- 1 Contract Type: Maintenance, Managed, Shared (If so please state orgs). **IT ASSIST (part of the NI Civil Service) manages this on behalf of NIPB.**

See the following link for further details - <http://www.dfpni.gov.uk/index/about-dfp/enterprise-shared-services.htm>
- 2 Existing Supplier: If there is more than one supplier please split each contract up individually. **IT ASSIST**
- 3 Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years. **The service contract will cost approximately £8600 per year and this new contract has been in place from March 2013, previously the DIAL contract cost £ 9500 for the previous 2 years.**
- 4 Number of Users: **75**
- 5 Hardware Brand: The primary hardware brand of the organisation's telephone system. **We do not hold that information as the hardware belongs to IT ASSIST.**

- 6 Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager. **We do not hold that information as IT ASSIST manage the details on our behalf.**
- 7 Contract Duration: please include any extension periods. **We do not hold that information. IT Assist hold that information.**
- 8 Contract Expiry Date: Please provide me with the day/month/year. **We do not hold that information. IT Assist hold that information.**
- 9 Contract Review Date: Please provide me with the day/month/year. **We do not hold that information. IT Assist hold that information.**
- 10 Contract Description: Please provide me with a brief description of the overall service provided under this contract.

IP Telephony for the Northern Ireland Civil Service (NICS) as a replacement for the DIAL (Direct Interdepartmental Access Link) service.

- 11 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. **Neil Lavery, Head of HR&IT, NIPB, 028 90 40 86 30, neil.lavery@nipolicingboard.org.uk**

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.

We do not hold internal contact information. We contact IT Assist via a central email- itassist@nigov.net and an internal telephone number extension which only works from within the NICS VOIP system.

If the maintenance for telephone systems is maintained in-house please can you provide me with: **The system is not maintained in-house.**

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'm happy to receive this information on an email.

If you have queries about this request or the decision please contact the Board quoting the reference number above. If you are unhappy with the service you have received and wish to make a complaint or request a review you should write to the Board's Chief Executive at the following address:

Northern Ireland Policing Board
Waterside Tower
31 Clarendon Road
Clarendon Dock
Belfast BT1 3BG

Email: foi@nipolicingboard.org.uk

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner. Generally, the Information Commissioner's Office cannot investigate or make a decision on a case unless you have exhausted the complaints procedure provided by the Board. The Information Commissioner can be contacted at:-

The Information Commissioner's Office – Northern Ireland
3rd Floor
12 Cromac Place
Gasworks
Ormeau Road
Belfast

BT7 2JB.

Telephone: - 02890 269 380

Email: - ni@ico.org.uk

Please be advised that all Policing Board replies under Freedom of Information will be released into the public domain via our website @ www.nipolicingboard.org.uk.

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.