

From: [FOI](#)
To: [REDACTED]
Subject: FOI 074-22 - Response
Date: 13 October 2022 08:52:35

Dear [REDACTED]

Our Ref: FOI-074-22

Thank you for your email to the Electoral Commission dated 21 September 2022.

The Commission aims to respond to requests for information promptly and has done so within the statutory timeframe of twenty working days.

Your request is shown below followed by our response.

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telephone maintenance 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 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.*

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?

Our response is as follows:

We hold the information you have requested.

- 1. Contract Type: Maintenance, Managed, shared (If so, please state orgs)*

Managed service contract for unified communications.

- 2. Existing Supplier: If there is more than one supplier, please split each contract up individually. **The supplier is SCC AVS.***

- 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 **Annual licensing and support charges @ £88,459 net p.a. and rental of desk phones @ £13,390 net p.a.***

- 4. Hardware Brand: The primary hardware brand of the organisation's telephone system. **Cisco Webex.***

- 5. Number of telephone users: **Approximately 180 staff.***

- 6. Contract Duration: please include any extension periods. **The contract is for an initial three-year period, with an option to extend by two-years and then a further two-years (up to seven years in total).***

- 7. Contract Expiry Date: Please provide me with the day/month/year. **For initial contract period - 18/12/2023.***

- 8. Contract Review Date: Please provide me with the day/month/year. **January***

2023.

9. *Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager. Cisco Webex audio/video conferencing and telephony services.*

10. *Telephone System Type: PBX, VOIP, Lync etc* **VOIP.**

11. *Contract Description: Please provide me with a brief description of the overall service provided under this contract.* **Provision of audio, visual and video conferencing services and hardware.**

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.* **A mini-competition was carried out using the HealthTrust Europe Framework Agreement.**

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.* **The Commission considers the requested information is exempt from disclosure as it is personal data as defined by the Data Protection Act 2018 and is therefore exempt from disclosure under Section 40 (Personal Information) of Freedom of Information Act.**

It has been the custom and practice for the Commission to generally only release the names of staff down to 'Head of Service' level, which the Commission considers meets the Transparency Code issued by the Secretary of State for Communities and Local Government. Furthermore the Commission considers that this position is consistent with guidance issued by the Information Commissioner, including a Decision Notice issued in respect of a similar request FS50276863.

The information you have requested would identify individuals who are employed by the Commission to undertake work within the community at large. This would be hindered, should their names be released in response to a request such as this. Therefore you will not be provided with the requested information.

However as part of the Commission's duty to assist under Section 16 of the Freedom of Information Act 2000, you can email

Procurement@electoralcommission.org.uk or call us on 0333 103 1928.

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. **N/A.**

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. **N/A.**

If the maintenance for telephone systems is maintained in-house, please can you

provide me with:

*1. Number of telephone Users: **N/A.***

*2. Hardware Brand: The primary hardware brand of the organisation's telephone system. **N/A.***

*3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager. **N/A.***

*4. Contact Detail: Of the person from with the organisation responsible for telephone **N/A.***

*maintenance full Contact details including full name, job title, direct contact number and direct email address. **N/A.***

*Also, if the contract is due to expire, please provide me with the likely outcome of the expiring contract. **N/A.***

*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 **N/A.***

The Commission strives to be an open, transparent authority and I trust that this information satisfies your request. In some circumstances we cannot responsibly release requested information, and we ask for your understanding in this regard.

If you are not satisfied with this response, please note that the Commission operates a review procedure, details of which can be found on the Commission website at: <https://www.electoralcommission.org.uk/freedom-information/make-a-freedom-information-request>.

Please also note that if you have exhausted all internal Commission review procedures and you are still not satisfied you have the right to appeal to the Information Commissioner. Details of this procedure can be found on the ICO website: <https://ico.org.uk/>.

Yours sincerely

Information Officer
FOI@electoralcommission.org.uk

The Electoral Commission
electoralcommission.org.uk