

## Response

Thank you for your Freedom of Information Act request in relation to our telecommunications contracts.

Please find below the questions as stated your original request, please also find our response in bold font stated after each question.

Contract Type:

**Maintenance and support contract**

Existing Supplier:

**365ITMS**

Annual Average Spend:

**365ITMS do not bill the Gambling Commission with separate individual charges for its hardware and software. Average annual spend is approximately £70,000 in total.**

Number of Users:

**c. 300 of which 12 are contact centre**

Hardware Brand:

**Cisco**

Application(s) running on PBX/VOIP systems:

**Cisco Unified Communications Manager and Zeacom**

Telephone System Type:

**VOIP**

Contract Duration:

**3 years – extended by 1 year**

Contract Expiry Date:

**31 March 2016**

Contract Review Date:

**Unknown as yet**

Contract Description:

**Maintenance and support of the VOIP infrastructure and the LAN infrastructure**

Contact Detail:

**In relation to the details of direct contacts of the organisation, this is personal data which is exempt from disclosure.**

**The Data Protection Act 1998 requires the processing of personal data to be fair and lawful.**

**It would be disproportionate for us to publically disclose the identity of these individuals unless there is a strong public interest in doing so.**

**These individuals have a legitimate expectation that their personal details will not be disclosed unnecessarily as they are not public facing roles or roles that warrant their**

identities being made publically available. On balance, there is no legitimate public interest in disclosing their identity and it would not be fair to do so.

This information is therefore exempt under section 40(2) of the Freedom of Information Act 2000.

Please direct any queries to our contact centre: 0121 230 6666 or [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk)

## Review of the decision

If you are unhappy with the service you have received in relation to your Freedom of Information request and wish to make a complaint or request a review of our decision, you should write to FOI Team, Gambling Commission, 4th floor, Victoria Square House, Victoria Square, Birmingham, B2 4BP.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Gambling Commission. The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

## Request

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?