

GREATER LONDON AUTHORITY

██████████
(By email)

Our Ref: **MGLA210619-5618**

28 June 2019

Dear ██████████

Thank you for your request for information which the Greater London Authority (GLA) received on 21 June 2019. Your request has been dealt with under the Freedom of Information Act 2000. You requested:

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)*
Maintenance
2. *Existing Supplier: If there is more than one supplier please split each contract up individually.*
Maintel Ltd.
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*
2019/20 - £31,097.35,
2018/19 - £31,097.35,
2017/18 - £31,097.35
4. *Hardware Brand: The primary hardware brand of the organisation's telephone system.*
Mitel
5. *Number of telephone users:*
Currently 3061 user licences
6. *Contract Duration: please include any extension periods.*
3 years +1+1
7. *Contract Expiry Date: Please provide me with the day/month/year.*
30/06/2020

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

06/01/2020

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

Mitel Teleworker 9.4, Mitel Enterprise Manager 8.0, NuPoint Unified Messenger 10.0, Redbox Turnkey Recording system

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

11. *Contract Description: Please provide me with a brief description of the overall service provided under this contract.*

Maintenance and support of GLA Mitel kit

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.*

Via CCS framework RM1045

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.*

Chris Imthurn, Business Manager, Technology Group, Greater London Authority

14. *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

15. *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.*

N/A

If you are a company that intends to use the name/contact details of the officer provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (who you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

For the avoidance of doubt the provision of officer names/ contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this link www.ico.org.uk

We have withheld the contact details under section 40(2) of the Freedom of Information Act. As it constitutes personal data which is defined by Article 4(1) of the General Data Protection

Regulations (GDPR) as being data which either directly or indirectly relates to an identified or identifiable individual.

You can contact the relevant officer about matters relating to this request via mayor@london.gov.uk

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA210619-5618

Yours sincerely



Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:
<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>