



PUBLIC PROSECUTION SERVICE  
POLICY AND INFORMATION SECTION  
BELFAST CHAMBERS  
93 CHICHESTER STREET  
BELFAST  
BT1 3JR  
Tel. (028) 9054 2444

FOI 382-19/20

Via email: [REDACTED]

17 June 2019

Dear [REDACTED]

I refer to your email dated 24 May 2019 in which you asked for information relating to a specific telephone maintenance contract.

Your request has been dealt with under the terms of the Freedom of Information Act 2000.

### **Freedom of Information Act 2000**

The Freedom of Information Act creates rights of access for any person making a request for information to a public authority. The rights of access are twofold. First, to be informed by the public authority if it holds information of the description specified in the request, and if that is the case, secondly, to be provided with that information. These rights are subject to important limitations, which are designed to achieve a proper balance between the right to know and considerations of law and policy in the broader public interest.

You had asked for the following:

***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. *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.*

*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 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?*

In response I can advise that the information you requested is not held by the PPS. Therefore in terms of the Freedom of Information Act I can confirm that under Section 1(1)(a) of the Act we do not hold the information you have requested.

The PPS telephony is a shared service provided for NICS Departments by IT assist through a contract with British Telecom and you may wish to contact IT Assist as they may be able to provide the information you requested.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review in accordance with our review procedure. You should do this as soon as possible or in any case within two months of the date of this response and you can do so by writing to the Head of Policy and Information, Public Prosecution Service, Belfast Chambers, 93 Chichester Street, BELFAST, BT1 3JR or alternatively by sending an e-mail to [info@ppsni.gov.uk](mailto:info@ppsni.gov.uk). You should state clearly the grounds on which you are requesting the review.

Alternatively, you may wish 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

Yours sincerely,

A handwritten signature in red ink, appearing to be 'D. J. ...', is written over the closing text.

PPS FOI Section