



Response to Request for Information

Reference FOI 041516
Date 3 April 2015

Fixed Telecommunications and Internet Services

Request:

I want to submit a freedom of information request for the following information relating to Fixed Telecommunications and Internet Services:

If there is more than one supplier for each of the contract information I am requesting below please can you split each contract individually and not combined. Please also separate the expiry data and spend and number of lines for each supplier. An example of this can be viewed at the bottom of this request.

Contract 1

1. **Current Fixed Line (Voice Circuits) Provider-** Supplier's name, if there is not information available please can you provide further insight into why?

2. **Fixed Line- Contract Renewal Date-** please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

3. **Fixed Line- Contract Duration-** the number of years the contract is for each supplier.

4. **Type of Lines-** Please can you split the type of lines per each supplier? PSN, Analogue, SIP

5. **Number of Lines-** Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines

Contract 2

6. **Minutes/Landline Provider-** Supplier's name (Fixed Voice not Mobiles) if there is not information available please can you provide further insight into why?

7. **Minutes/Landline Contract Renewal Date**- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract.

8. **Minutes Landline Monthly Spend**- Monthly average spend. An estimate or average is acceptable.

9. **Minute's Landlines Contract Duration**: the number of years the contract is with the supplier.

10. **Number of Extensions**- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

Contract 3

11. **Fixed Broadband Provider**- Supplier's name if there is not information available please can you provide further insight into why?

12. **Fixed Broadband Renewal Date**- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

13. **Fixed Broadband Annual Average Spend**- Annual average spend. An estimate or average is acceptable.

14. **VOIP/PBX Installation Date of the organisation's primary telephone system**: - please provide day, month and year (month and year is also acceptable).

Contract 4

15. **WAN Provider**- please provide me with the main supplier(s) if there is not information available please can you provide further insight into why?

16. **WAN Contract Renewal Date**- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

17. **Contract Description**: Please can you provide me with a brief description of the contract

18. **Number of sites**: Please state the number of sites the WAN covers. Approx will do.

19. **WAN Annual Average Spend**- Annual average spend. An estimate or average is acceptable.

18. **Internal Contact:** please can you send me there full contact details including contact number and email and job title.

IMPORTANT

If there is more than one supplier for some of the types of contracts information please can you split each of the contracts for each supplier that provide that service/support. For example Fixed Lines BT, Virgin Media Business

EXAMPL E	Renewal Date	Contract Duration	Number of Lines
VMB	01/06/2013	1	100
BT	01/09/2013	3	600

If there is more than one contract please can you send me the main contracts?

If your organisation has a managed services contract which includes all or two out of three of the services stated above please state which of these is included with the contract. It would also be for me to if there are any other service support areas that are included within these contracts.

Managed Service Contract

- Number of Extensions
- Type of Lines
- Number of Lines
- Minutes Landline Monthly Average Spend
- Fixed Broadband Average Annual Spend
- WAN Average Annual Spend
- Internal Contact: please can you send me there full contact details including contact number and email and job title.

If there is more than one supplier for each contract please can you separate the contract dates and spend for each supplier. Also if no information can be provided for each of the key data types please explain why there is no information.

[NOT PROTECTIVELY MARKED]

I can confirm that the Council holds the above information. However, the information you requested is being withheld with reference to section 43(2) of the Freedom of Information Act (commercial interests). The reason for this is that we are in the process of negotiating new contracts with our incumbent supplier and will look to go out to market in the very near future. Therefore the contents of the tender bid, submitted in confidence, are commercially sensitive and it would be potentially damaging to the business of the successful tenderer to share their pricing and service delivery methodology with third parties and would likely prejudice the commercial interests of the parties concerned.

The Council considers that it would not be in the public interest to release this information as it is likely to be damaging to the business of the supplier. It might also have a negative impact on fair competition in future tender processes and that it is not common knowledge and would be likely to be used by competitors in a particular market to gain a competitive advantage. The Council also considers that disclosure of such information would be damaging to the Council's commercial interests as it would be likely to:

- (a) discourage companies/individuals from providing the Council with commercially sensitive information in the future or undertaking contracts with the Council;
- (b) adversely affect the Council's bargaining position during future contractual negotiations.