



Your ref: CAF 16-158
Our ref: Gov/CAF 16-158

Cafcass National Office
3rd Floor
21 Bloomsbury Street
London
WC1B 3HF

Tel 0300 456 4000

31 January 2017

Re: Freedom of Information Request

Thank you for your email of 10 January 2017. You made the following requests for information:

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)

Full end to end service including: All support and maintenance for call centre users only, Centralised 24/7/365 helpdesk and fault management service, Fault diagnosis and analysis, management of network faults, MIS reporting, management of spares, software updates and patches, account management, billing, line management

2. Existing Supplier: If there is more than one supplier please split each contract up individually.

Indigo Telecom

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

£17,431.94 (contract length 1st February 2017 to 30 April 2017)

4. Number of Users

Approximately 25 call centre staff only.

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive





5. Hardware Brand: The primary hardware brand of the organisation's telephone system.

Alcatel

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

Alcatel

7. Telephone System Type: PBX, VOIP, Lync etc

VOIP

8. Contract Duration: please include any extension periods.

Three months

9. Contract Expiry Date: Please provide me with the day/month/year.

30 April 2017

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

None as VOIP system being removed.

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

Full end to end service including: All support and maintenance for the call centre only, Centralised 24/7/365 helpdesk and fault management service, Fault diagnosis and analysis, management of network faults, MIS reporting, management of spares, software updates and patches, account management, billing, line management

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.

Individual names are exempt from disclosure under Section 40 of the Freedom of Information Act, as these constitute personal information of Cafcass staff. Our IT Contracts Manager can be contacted at cafcass.it@cafcass.gsi.gov.uk

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive





13. 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.

Cafcass does not have more than one provider for telephone maintenance.

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.

The system is not maintained in-house.

Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.

Please see the answer to question ten.

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?

This is not a new contract.

We hope that you feel your question has been answered effectively. If you are unhappy with the decisions made in relation to your request, you may ask for an internal review to be undertaken. If you are dissatisfied with the way the internal review is handled or with the final decision made at that review about the information released, you are free to contact the Information Commissioner's Office (<https://ico.org.uk/>):

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive





Post

Information Commissioner's Office
Wycliffe House, Water Lane,
Wilmslow,
Cheshire
SK9 5AF

Fax

01625 524 510

Tel

0303 123 1113

E-mail

casework@ico.org.uk

Yours sincerely,

Governance Team

Cafcass

Governance@cafcass.gsi.gov.uk

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Cafcass, the Children and Family Court Advisory and Support Service, is a non-departmental body of the Ministry of Justice
Cafcass National Office, 3rd Floor, 21 Bloomsbury Street, London, WC1B 3HF