
Freedom of Information request - Communications & Telephony Request

2 messages

[REDACTED] <request-623696-fb0dfcef@whatdotheyknow.com> 27 November 2019 at 12:15
To: FOI requests at Boundary Commission for England <information@boundarycommissionengland.gov.uk>

Dear Parliamentary Boundary Commission for England,

Please confirm the manufacturer of your telephony system(s) that are currently in place?
When was the installation date of your telephony equipment?
Who maintains your telephony system(s)?
Please confirm value of the initial project and value of annual support/maintenance services (in £)?
When is your contract renewal date?

Please confirm the manufacturer of your Contact centre system(s) that are currently in place?
When was the installation date of your contact centre infrastructure?
Who maintains your contact centre system(s)?
Please confirm value of the initial project and value of annual support/maintenance services (in £)?
How many contact centre employees/agents do you have?
When is your contract renewal date?

Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel?
If yes, what tools are you currently using?

How many employees do you have overall within your organisation?

Who currently provides your calls and lines?
What is your current annual spend on calls and lines?
When is your contract renewal date?
Are you using SIP or ISDN?
Do you use a wide area network?

Thank you in advance for your support in this.

Yours faithfully,

Please use this email address for all replies to this request:
request-623696-fb0dfcef@whatdotheyknow.com

Is information@boundarycommissionengland.gov.uk the wrong address for Freedom of Information requests to Parliamentary Boundary Commission for England? If so, please contact us using this form:
https://www.whatdotheyknow.com/change_request/new?body=boundary_commission_for_england

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For more detailed guidance on safely disclosing information, read the latest advice from the ICO:
<https://www.whatdotheyknow.com/help/ico-guidance-for-authorities>

Please note that in some cases publication of requests and responses will be delayed.

If you find this service useful as an FOI officer, please ask your web manager to link to us from your organisation's FOI page.

To: [REDACTED] <request-623696-fb0dfcef@whatdotheyknow.com>

Dear [REDACTED]

FOI 20192002

Thank you for your email requesting information regarding the telephony in the Boundary Commission for England (BCE).

You asked:

Please confirm the manufacturer of your telephony system(s) that are currently in place?

When was the installation date of your telephony equipment?

Who maintains your telephony system(s)?

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

When is your contract renewal date?

Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel?

If yes, what tools are you currently using?

How many employees do you have overall within your organisation?

Who currently provides your calls and lines?

What is your current annual spend on calls and lines?

When is your contract renewal date?

Are you using SIP or ISDN?

Do you use a wide area network?

The telephony of the Boundary Commission for England is supplied by the Cabinet Office. Might I therefore suggest that you contact the Cabinet Office FOI team if you require a response. I have provided a link to the Cabinet Office website: <https://www.gov.uk/government/organisations/cabinet-office>

You also asked a question about the number of persons employed by the Boundary Commission for England. The number is 1.4 part-time equivalent staff.

If you are not content with this response, you may apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

The Office of the Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Kind regards

Boundary Commission for England

Room 3.26 | 1 Horse Guards Road | Westminster | London | SW1A 2HQ

t: 020 7276 1102

e: information@boundarycommissionengland.gov.uk

w: <https://boundarycommissionforengland.independent.gov.uk/>

