



Reference: FOI0908

Request:

I would like to request the following information under the Freedom of Information Act:

1. Please confirm the manufacturer of the telephone equipment installed within the organisation (e.g. Avaya, Cisco, Mitel)

Avaya

2. When was the telephone equipment installed? (Month, year)

2008

3. When will the equipment reach end of life/end of contract? (Month, year)

2019

4. Given the ISDN switch off in 2025 and the end of associated upgrades/new sales by 2021, when will your current ISDN service be replaced/be out of contract? (Month, year)

We do not use ISDN

5. If you currently have SIP or VOIP contracts in place - when are they up for renewal?

A SIP contract is in place which will end in Feb-2022

6. What cloud-based office software solutions does your organisation use? (e.g. Microsoft Office 365, G Suite)

MS Office 365

7. Who is responsible for telephony projects? (Name, job title)

Category manager, procurement team email Procurement@northtyneside.gov.uk

The Council outsourced a number of its central "back-office" services to Engie under a long-term contract that commenced on 1st November 2012. The arrangement will last until 2022 but may be extended until 2027. As such this service is provided for the Council by Engie as part of a much larger ICT contract with a contract value of £4.656m per annum. Engie is a private company and as such is exempt from the provisions of the Freedom of Information Act. The information requested is not the Council's information.