



Reference: FOI2099

**Request:**

Can I please make a request under the Freedom of Information Act and I would like to request the following information about the organisation's Local Area Network (LAN) environment.

Please can you send me the organisation's Local Area Network (LAN) contract, which may include the following:

- Support and Maintenance- e.g. switches, router, software etc
- Managed- If this includes services than just LAN.

1. Contract Type: Managed or Maintenance

**Maintenance**

2. Existing Supplier: Who is the current supplier?

**C-Ways**

3. Annual Spend for each supplier: What is the annual average spending on the supplier above? If there is more than one supplier please split the annual averages spend for each supplier.

**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 held by the Council.**

4. Number of Users: Please can you provide me with the number of users this contract covers. Approximate number of users will also be acceptable.

**3000**

5. Number of Sites: The number of sites, where equipment is supported by each contract.

**140**

6. Hardware Brand: What is the hardware brand of the LAN equipment?

**Avaya**

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7. Contract Description: Please provide me with a brief description of the overall contract.

**Support and maintenance for Avaya network switches, providing hardware cover and software updates, 3.5 days on-site professional services. Day to day management of the network is undertaken in-house by Engie UK who are contracted by North Tyneside Council to provide management of ICT services**

8. Contract Duration: What is the duration of the contract is and can you please also include any extensions this may include.

**12 month rolling contract**

9. Contract Expiry Date: When does the contract expire?

**September 2020**

10. Contract Review Date: When will the organisation is planning to review the contract?

**May 2020**

11. Responsible Officer: Contact details including name, job title, contact number and email address?

**Category manager, procurement team email [Procurement@northtyneside.gov.uk](mailto:Procurement@northtyneside.gov.uk)**

If the LAN maintenance is included in-house please include the following information:

1. Hardware Brand: What is the hardware brand of the LAN equipment?
2. Number of Users: Please can you provide me with the number of users this contract covers. Approximate number of users will also be acceptable.
3. Number of Sites: Estimated/Actual number of sites the LAN covers.
4. Responsible Officer: Who within the organisation is responsible for LAN please provide me with contact details including name, job title, contact number and email address?

If the contract is managed by a 3rd party e.g. Can you please provide me with

1. Existing Supplier: Who is the current supplier?
2. Number of Users: Please can you provide me with the number of users this contract covers. Approximate number of users will also be acceptable.
3. Number of Sites: Estimated/Actual number of sites the LAN covers.
4. Contract Type: Managed, Maintenance, Installation, Software
5. Hardware Brand: What is the hardware brand of the LAN equipment?

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6. Contract Description: Please provide me with a brief description of the overall contract.
7. Contract Duration: What is the duration of the contract is and can you please also include any extensions this may include.
8. Contract Expiry Date: When does the contract expire?
9. Contract Review Date: When will the organisation is planning to review the contract?
10. Responsible Officer: Who within the organisation is responsible for each of these contract(s) please provide me with contact details including name, job title, contact number and email address?

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Date: 02/01/2020

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