

Mr Daniel Leonard

Royal Borough Kensington and Chelsea  
Town Hall  
Hornton Street  
W8 7NX

FOI Reference: 4689209

Email: [foi@rbkc.gov.uk](mailto:foi@rbkc.gov.uk)  
Date: 17 February 2021

Dear Mr Leonard

**Freedom of Information Act 2000**

Thank you for your recent request to the Council. You asked to be provided with the following information:

*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?*

*Please confirm value of annual support/maintenance services (in £)?*

*Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?*

*When is your contract renewal date?*

*Do you use Unified Communications or Collaboration tools such as Microsoft Teams/ Slack/ Cisco/Avaya/Mitel/ Zoom? If yes, please list all tools you are currently using?*

*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?*

*Please confirm value of annual support/maintenance services (in £)?*

*How many contact centre employees/agents do you have?*

*Do agents work from home? Or just your offices?*

*When is your contract renewal date?*

*Do you use a CRM in the contact centre? What platform is used?*

*Do you use a knowledge base / knowledge management platform? What platform is used?*

*Who currently provides your calls and lines?*

*What is your current annual spend on calls and lines?*

*When is your contract renewal date?*

*Who provides your wide area network? How many sites are connected?*

*How many employees do you have overall within your organisation?*

*Can you provide contact details for your procurement lead / category manager for these services?*

*Can you provide names and contact details for the following people within your organisation?*

*CIO / IT Director*

*Head of IT*

*Head of Digital Transformation*

*Head of Customer services*

## **Response**

I can confirm that the information requested is held by Royal Borough Kensington and Chelsea. I have detailed below the information that is being released to you.

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

*Atos Openscape Voice V9*

When was the installation date of your telephony equipment?

*Approx 2014*

Who maintains your telephony system(s)?

*Atos*

Please confirm value of the initial project?

*Information not available*

Please confirm value of annual support/maintenance services (in £)?

*39500.00*

Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?

*Not included. MACS are carried out by RBKC telecoms support staff*

When is your contract renewal date?

*Feb 2022*

Do you use Unified Communications or Collaboration tools such as Microsoft Teams/ Slack/ Cisco/Avaya/Mitel/ Zoom? If yes, please list all tools you are currently using?

*All staff use Teams. Zoom is permitted to join external meetings but not to initiate*

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

*Netcall*

When was the installation date of your contact centre infrastructure?

*2011*

Who maintains your contact centre system(s)?

*Netcall*

Please confirm value of the initial project?

*Information not available*

Please confirm value of annual support/maintenance services (in £)?

*£106k pa (inclusive of licenses, support and maintenance)*

How many contact centre employees/agents do you have?

*285 concurrent agent logins available*

Do agents work from home? Or just your offices?

*Netcall platform provides flexibility of being able to take calls at any location, on any device*

When is your contract renewal date?

*May 2023*

Do you use a CRM in the contact centre? What platform is used?

*Not currently*

Do you use a knowledge base / knowledge management platform? What platform is used?

No

Who currently provides your calls and lines?

BT

What is your current annual spend on calls and lines?

*Inclusive in monthly line rental*

When is your contract renewal date?

*The contract is Rolling contract*

Who provides your wide area network? How many sites are connected?

*Currently BT and VMB but moving to new SD WAN provided by VMB*

How many employees do you have overall within your organisation?

3.500

Can you provide contact details for your procurement lead / category manager for these services?

*Unfortunately, we cannot disclose the contact details requested. As the officer is not part of the executive management team this information is exempt by virtue of Section 40 (2) of the Freedom of Information Act 2000. Disclosure of this information would breach Principle (a) of the GDPR. This is because disclosure would be unfair to the officer who could be identified from the information who have no expectation that their personal data would be made public.*

*This letter therefore acts as a refusal notice in accordance with Section 17 of the Freedom of Information Act 2000 in respect of the above.*

Can you provide names and contact details for the following people within your organisation?

CIO / IT Director

Priya Javeri - [priya.ja@ukhsa.nhs.uk](mailto:priya.ja@ukhsa.nhs.uk)

Head of IT

*No Head of IT post*

Head of Digital Transformation

*Unfortunately, we cannot disclose the contact details requested. As the officer is not part of the executive management team this information is exempt by virtue of Section 40 (2) of the Freedom of Information Act 2000. Disclosure of this information would breach Principle (a) of the GDPR. This is because disclosure would be unfair to the officer who could be identified from the information who have no expectation that their personal data would be made public.*

*This letter therefore acts as a refusal notice in accordance with Section 17 of the Freedom of Information Act 2000 in respect of the above.*

Head of Customer services

*Sophie Ellis, Director of Customer Delivery. Sophie.Ellxx@xxxx.xxx.xx*

Please quote the reference number 4689209 in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Information Management Team  
The Royal Borough of Kensington and Chelsea  
The Town Hall, Hornton Street, London W8 7NX  
Email: [@royal.gov.uk](mailto:info@royal.gov.uk)

If you are still dissatisfied with the Council's response after the internal review you have a right of appeal to the Information Commissioner at:

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

Telephone: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)

I will now close your request as of this date.

Yours sincerely

Information Management Team  
Royal Borough of Kensington and Chelsea