



Loch Lomond & The Trossachs National Park Authority
Carrochan
Carrochan Road
Balloch
G83 8EG

10th June 2021

FOI Ref: 2021/014

REQUEST UNDER FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

We refer to your request for information, received by email on 25th May 2021. Your specific requests and the Park Authority's response are provided below.

1. What is your current telephony system?

We currently use Skype for Business, we are migrating to Microsoft Teams this year.

2. How many users of the telephony system?

There are 160 users.

3. When is the contract up for renewal?

The contract will be due for renewal in May 2024.

4. Will Microsoft Teams Voice for external calling be a consideration for the next contract cycle?

Yes

5. The email address of the primary contact for this contract?

Telephony matters for the Park Authority are managed by the ICT Systems Manager, email: info@lochlomond-trossachs.org, however we have to advise that as a non-departmental public body we do not process unsolicited requests from suppliers and recommend use of the public contracts portal website www.publiccontractsscotland.gov.uk.

Mobile phones

1. Who is your current mobile phone provider?

LOCH LOMOND & THE TROSSACHS NATIONAL PARK AUTHORITY

National Park Headquarters, Carrochan, Carrochan Road, Balloch, G83 8EG Long: 4°34'24"W Lat: 56°00'12"N

t: 01389 722600 f: 01389 722633 e: info@lochlomond-trossachs.org w: lochlomond-trossachs.org

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EE is the main mobile phone provider, with some connections on Vodafone.

2. How many mobile connections?

There are 115 mobile connections.

3. When is the contract up for renewal?

The contract will be due for renewal in November 2023.

4. How long do you contract for (24 or 36 months)?

36 months.

5. The email address of the primary contact for this contract?

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Procurement frameworks

1. Do you procure through the Networks Services 2 framework (CCS RM3808 previously RM1045)?

Yes. We also use Scottish Government Frameworks.

2. Do you procure through the G-Cloud framework?

Yes

Yours sincerely

Loch Lomond and the Trossachs National Park Authority

Review Procedure

If you are dissatisfied with this decision, or the way in which the Authority has dealt with your request, you are entitled to require the Authority to review its decision. Please note that in order for a review to take place you are required to:

- Send your request for review in writing, setting out in full the reasons why you are requesting a review.
- Submit your review request within 40 working days of either the date on which you received a response from the Authority or the date by which you should have received a response under the terms of the Freedom of Information (Scotland) Act 2002, whichever is the later.
- address your review request to:

LOCH LOMOND & THE TROSSACHS NATIONAL PARK AUTHORITY

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Information Manager
Loch Lomond & The Trossachs National Park Authority
National Park Headquarters
Carrochan
Carrochan Road
Balloch
G83 8EG
E-mail: info@lochlomond-trossachs.org

The review will be handled by staff who were not involved in the original decision. You will receive notice of the result of your review within 20 working days.

If you are not satisfied with the response to your request for review, you can contact the Scottish Information Commissioner, the independent body which oversees the Freedom of Information (Scotland) Act 2002, at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS
Tel: 01334 464610
Website: www.itspublicknowledge.info
E-mail: enquiries@itspublicknowledge.info

Online appeal portal: www.itspublicknowledge.info/Appeal