



# CIVIL NUCLEAR CONSTABULARY

[REDACTED]

**Email:** [REDACTED]

**Our Ref:** 2014-017

**The Executive Office**

Civil Nuclear Constabulary  
Building F6 Culham Science Centre  
Abingdon  
Oxon  
OX14 3DB

Tel: 01235 466544

Website: <http://www.cnc.police.uk>

Dear [REDACTED]

I am writing in response to your request for information regarding the attached information received on 21 May 2014. Your request has been handled under Section 1(1) of the Freedom of Information Act 2000. In accordance with Section 1(1)(a) of the Act I hereby confirm that the CNC/CNPA does hold information of the type specified. Please see attached documentation.

We take our responsibilities under the Freedom of Information Act seriously but, if you feel your request has not been properly handled or you are otherwise dissatisfied with the outcome of your request, you have the right to complain. We will investigate the matter and endeavour to reply within 3 – 6 weeks. You should write in the first instance to:

Martin Root  
Information Assurance Manager  
CNC  
Culham Science Centre  
Abingdon  
Oxfordshire  
OX14 3DB

E-mail: [FOI@cnc.pnn.police.uk](mailto:FOI@cnc.pnn.police.uk)

If you are still dissatisfied following our internal review, you have the right, under section 50 of the Act, to complain directly to the Information Commissioner. Before considering your complaint, the Information Commissioner would normally expect you to have exhausted the complaints procedures provided by the CNPA.

The Information Commissioner can be contacted at:

FOI Compliance Team (complaints)  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

If you require any further assistance in connection with this request please contact us at our address below:

Martin Root  
Information Assurance Manager  
CNC  
Culham Science Centre  
Abingdon  
Oxfordshire  
OX14 3DB

E-mail: [FOI@cnc.pnn.police.uk](mailto:FOI@cnc.pnn.police.uk)

Yours sincerely  
*Martin Root*

Martin Root  
Information Assurance Manager  
Civil Nuclear Constabulary

Please can you send me the following contract information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support:

1. **Contract Type: Maintenance, Managed, Shared (If so please state orgs)**  
Managed
2. **Existing Supplier: If there is more than one supplier please split each contract up individually.**  
CSC Ltd
3. **Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider**  
13/14 £78k 12/13 £69.6 11/12 £49.4 all inclusive of VAT
4. **Number of Users:**  
250
5. **Hardware Brand: The primary hardware brand of the organisation's telephone system.**  
Unknown
6. **Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.**  
Unknown/None
7. **Telephone System Type: PBX, VOIP, Lync etc**  
PBX
8. **Contract Duration: please include any extension periods.**  
Managed service is provided via contract with CSC on behalf of the landlord. This overall contract expired April 2014 but has been extended by 12months with a further extension possible.
9. **Contract Expiry Date: Please provide me with the day/month/year.**  
30 April 2015 (subject to extension 12months and transition of 12months)
10. **Contract Review Date: Please provide me with the day/month/year.**  
Contract is being reviewed as part of the IT modernisation project and will be reviewed in 2014.
11. **Contract Description: Please provide me with a brief description of the overall service provided under this contract.**  
Provision of a fixed line telephony service including voicemail, maintenance, moves/changes.

**12. Contact Detail: Of the person from with the organisation responsible for each contract full**

**Contact details including full name, job title, direct contact number and direct email address.**

Paul Stone, Deputy CIO, 01235466591, [paul.stone@cnc.pnn.police.uk](mailto:paul.stone@cnc.pnn.police.uk)