



Foreign &
Commonwealth
Office

Knowledge and Technology Directorate
Foreign and Commonwealth Office
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22 September 2015

FREEDOM OF INFORMATION ACT 2000 REQUEST REF: 0853-15

Thank you for your email of 26th August 2015 asking for information under the Freedom of Information Act (FOIA) 2000. You asked:

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telecommunications contract.

The contract information sent by the organisation previously has now expired please can you provide me with a new update of the telephone maintenance contract:

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)*
- 2. Existing Supplier: If there is more than one supplier please split each contract up individually.*
- 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*
- 4. Number of Users:*
- 5. Hardware Brand: The primary hardware brand of the organisation's telephone system.*
- 6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.*
- 7. Telephone System Type: PBX, VOIP, Lync etc*
- 8. Contract Duration: please include any extension periods.*
- 9. Contract Expiry Date: Please provide me with the day/month/year.*
- 10. Contract Review Date: Please provide me with the day/month/year.*
- 11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.*

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.*

If the service support area has more than one provider for telephone maintenance then can you please split each contract up individually for each provider.

If the contract is a managed service or is a contract that provides more than just telephone maintenance please can you send me all of the information specified above including the person from with the organisation responsible for that particular contract.

If the maintenance for telephone systems is maintained in-house please can you provide me with:

1. *Number of Users:*
2. *Hardware Brand: The primary hardware brand of the organisation's telephone system.*
3. *Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.*
4. *Contact Detail: Of the person from with the organisation responsible for telephone maintenance full Contact details including full name, job title, direct contact number and direct email address.*

Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.

If this is a new contract or a new supplier please can you provide me with a short list of suppliers that bid on this service/support contract?

I'm happy to receive this information on an email.

I am writing to confirm that we have now completed the search for the information which you requested.

I can confirm that the Foreign and Commonwealth Office (FCO) does hold information relevant to your request.

The numbered points below refer to the numbers of your questions as above:

1. Managed
2. Vodafone
3. The average annual cost over the last 3 years of our charges with our sole provider, Vodafone is £3,246,175. This figure includes non-recurring charges from each year, usually installation costs.
4. 16,000

5. Mitel
6. Contact Centre
7. VOIP
8. 5.5 years + 2 years
9. Quarter 1, 2018. I cannot provide further detail due to the exemption in section 31 (1) (a) of the FOIA. The exemption in section 31 (1) (a) is designed to cover all aspects of the prevention and detection of crime. Section 31 is a qualified exemption, which means that it is subject to a public interest test. We acknowledge the public interest in openness and transparency and we recognise that releasing this information would provide the public with assurance that we are protecting our IT infrastructure. However, disclosure of the information requested would expose the FCO to potential threats of a criminal nature, for example, the targeting of our supply chain. The FCO takes the protection of its IT infrastructure very seriously. We implement the mandatory requirements of the Cabinet Office Security Policy Framework and follow Her Majesties Government's information Assurance standards and best practice which covers all areas of security.
10. Quarter 1, 2018. As with question 9 above, I cannot provide further detail due to the exemption in section 31 (1) (a) of the FOIA.
11. Global Telephony & Internet Services: Managed/outsourced telephony services of WAN, Voice, LAN, Video and messaging services over 500 worldwide locations.
12. This information you have requested is personal data relating to third parties, the disclosure of which would contravene one of the data protection principles. In such circumstances sections 40(2) and (3) of the Freedom of Information Act apply. In this case, our view is that disclosure would breach the first data protection principle. This states that personal data should be processed fairly and lawfully. It is the fairness aspect of this principle, which, in our view, would be breached by disclosure. In such circumstances, s.40 confers an absolute exemption on disclosure. There is, therefore, no public interest test to apply.

Once an FOI request is answered, it is considered to be in the public domain. To promote transparency, we may now publish the response and any material released on gov.uk in the [FOI releases](#) section. All personal information in the letter will be removed before publishing.

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Yours sincerely,

Knowledge and Technology Directorate



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