



Ministry  
of Defence

Ministry of Defence  
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Ref. FOI2016/01018

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9 February 2016

**FREEDOM OF INFORMATION REQUEST**

Thank you for email of 22 January 2016 requesting the following information:

1. *"The current incumbent supplier for your telecommunications services including: business calls and lines, mobiles, internet and maintenance.*
2. *Type of phone system and equipment you have installed i.e. Avaya, Siemens, Nortel or Cisco?*
3. *The contract term/duration.*
4. *When the contract is due for renewal.*
5. *Could you confirm your tender process i.e. PQQ and Tender or RFQ / Quick Quote and also where the invitation to bid will be published i.e. BIP Tracker, Crown Commercial Services?"*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000.

An initial search for the information you requested has now been completed within the Ministry of Defence (MOD) and I can confirm that information in scope of your request is held and detailed below:

1. The current incumbent supplier for your telecommunications services including: business calls and lines, mobiles, internet and maintenance.
  - a. BT are the predominant supplier of fixed telecommunications in UK through the Defence Fixed Telecommunications Service contract. This contract includes all the categories of supply you have highlighted.
2. Type of phone system and equipment you have installed i.e. Avaya, Siemens, Nortel or Cisco?
  - a. There are a variety of systems in use at the many Defence sites and these include Siemens/Unify systems, and Nortel/Avaya.
3. The contract term/duration.
  - a. The DFTS contract has undergone a number of transformations over the years since 1997 and is currently on a single year term.
4. When the contract is due for renewal.
  - a. The DFTS contract currently expires in Quarter 2 of 2016 and the replacement contracts have been let; these are due to expire in Quarter 1 of 2020.
5. Could you confirm your tender process i.e. PQQ and Tender or RFQ / Quick Quote and also where the invitation to bid will be published i.e. BIP Tracker, Crown Commercial Services?
  - a. The strategy for the subsequent procurement has not yet been established.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, 1<sup>st</sup> Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail [CIO-FOI-IR@mod.uk](mailto:CIO-FOI-IR@mod.uk)). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

Information Systems and Services Secretariat