



Department
for Environment
Food & Rural Affairs

helpline@defra.gsi.gov.uk
www.defra.gov.uk

Your ref:
Our ref: RFI 6152
Date: 22 January 2014

Dear [REDACTED]

REQUEST FOR INFORMATION: Telephone Contract

Thank you for your request for information about Defra's telephone system maintenance contract, which we received on 4 January 2014. As you know, we have handled your request under the Freedom of Information Act 2000 (FOIA).

We have answered your questions below:

1. **Contract Type:** Maintenance, Managed, Shared (if so please state orgs) – managed service delivered to 6 Defra buildings
2. **Existing Supplier:** If there is more than one supplier please split each contract up individually – Level 3 Communications
3. **Annual Average Spend:** The annual average spend for this contract and please provide the average spend over the past 3 years - the Contract started in January 2012 and over that period the average annual spend has been c£300K
4. **Number of Users -** the service is provided to core Defra locations. The number of users fluctuates over time but is between 3,000 and 4,000.
5. **Hardware Brand:** The primary hardware brand of the organisation's telephone system – we buy a managed service but we have Siemens PBXs
6. **Application(s) running on PBX/VOIP systems:** Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager – the PBXs run on Siemens software
7. **Telephone System Type:** PBX, VOIP etc - PBX
8. **Contract Duration:** please include any extension periods – the contract started in January 2012 and can be extended to end December 2015



9. Contract Expiry Date: Please provide me with the day/month/year – primary term ends 31 December 2013, contract has been extended to June 2014 and will likely run on to September 2014

10. Contract Review Date: Please provide me with the day/month/year – N/A

11. Contract Description: Please provide me with a brief description of the overall service provided under this contract – provision of managed desk-based voice services to 6 Defra HQ buildings

12. Contact Detail: Of the person from the organisation responsible for each contract full contact details including full name, job title, direct contact number and direct email address. – the name of the person responsible for the Defra network maintenance support contracts is available the Defra website (<http://reference.data.gov.uk/gov-structure/organogram/?dept=defra&post=1>). As the information is publicly available from the above source, we are exempt from providing the information under section 21 of the Freedom of Information Act.

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: - N/A

2. Hardware Brand: The primary hardware brand of the organisation's telephone system - N/A

3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager - N/A

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 - N/A

Also if the contract is due to expire please provide me with the likely outcome of the expiring contract – we expect to replace the contract when it expires with services procured from the Crown Commercial Service's PSN Services Framework.

In keeping with the spirit and effect of the FOIA, and in keeping with the government's Transparency Agenda, all information is assumed to be releasable to the public unless exempt. Therefore, the information released to you will now be published on www.gov.uk

together with any related information that will provide a key to its wider context. Please note that this will not include your personal data.

I attach Annex A, which explains the copyright that applies to the information being released to you.

I also attach Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter, please contact me.

Yours


Email: is.communications@defra.gsi.gov.uk

Annex A

Copyright

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Annex B

Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 18 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Mike Kaye, Head of Information Standards, Area 4D, Nobel House, 17 Smith Square, London, SW1P 3JR (email: requestforinfo@defra.gsi.gov.uk) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our website.

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted Defra's own complaints procedure. The Information Commissioner can be contacted at:

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