



Reference: ISS/COS/FOI/2014/01718

18 June 2014

## FREEDOM OF INFORMATION REQUEST

Thank you for your email of 23 May 2014 seeking the following information:

*"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".*

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

A search for the information has now been completed within the Ministry of Defence, and I can confirm that some information in scope of your request is held.

Some information relating to MOD employees has been withheld in accordance of Section 40 (Personal Information) of the FOI Act. This is an absolute exemption and there is therefore no requirement to consider the public interest in making a decision to withhold the information.

The MOD does not have any telephone system VOIP maintenance contracts and hence no records are held on this element of your request.

**The information below relates to the MOD's PBX Maintenance contract:**

1. Contract Type: PBX maintenance contract.
2. Existing Supplier: Unify Enterprise Communications, formally Siemens Enterprise Communications.
3. Annual Average Spend: £230K ex VAT.
4. Number of Users: Information is not held in a way that would allow the number of users to be provided. However, there are 7,032 ports in use across all exchanges as of June 2014. We are unable to advise whether any of these ports are shared by more than one individual user.
5. Hardware Brand: The MOD holds no information on the primary brand of hardware as the equipment used is proprietary to Unify Enterprise Communications.
6. Application(s) running on PBX/VOIP systems: The PBXs do not run any applications.
7. Telephone System Type: PBX, VOIP, Lync etc: PBX.
8. Contract Duration: 5 years.
9. Contract Expiry Date: 30 June 2014.
10. Contract Review Date: The contract expires in June 2014 and the MOD is intending to place a further support contract for a period of three years. The details are already in the public domain and can be found at OJEU reference 2014/S 047-079282. The links below provide full details on the scope of the work, equipment involved and estimated values.

<http://ted.europa.eu/udl?uri=TED:NOTICE:79282-2014:TEXT:EN:HTML> or

[http://england.unitedkingdom-tenders.co.uk/58050\\_Support\\_Contract\\_for\\_the\\_Legacy\\_Telephone\\_Exchanges\\_2014\\_Corsham](http://england.unitedkingdom-tenders.co.uk/58050_Support_Contract_for_the_Legacy_Telephone_Exchanges_2014_Corsham)

11. Contract Description: The links below provide full details on the scope of the work, equipment involved and estimated values.

<http://ted.europa.eu/udl?uri=TED:NOTICE:79282-2014:TEXT:EN:HTML> or

[http://england.unitedkingdom-tenders.co.uk/58050\\_Support\\_Contract\\_for\\_the\\_Legacy\\_Telephone\\_Exchanges\\_2014\\_Corsham](http://england.unitedkingdom-tenders.co.uk/58050_Support_Contract_for_the_Legacy_Telephone_Exchanges_2014_Corsham)

12. Contact Detail: ISS Net-FxdSAsstHd@mod.uk. Further details on this individual are being withheld under Section 40 (Personal Information).

Records also exist centrally for the telephone managed contract that is procured through the Defence Fixed Telecommunications Service (DFTS) Agreement with BT and which provides the vast majority of defence users with their network telephony needs.

**The information below relates to the MOD's DFTS Managed contract:**

1. Contract Type: Managed.
2. Existing Supplier: British Telecom.
3. Annual Average Spend: The DFTS contract includes voice services as an element of a contract that covers a very broad range of services. There are some charges that are specifically associated with voice and are listed separately. However, there are other charges associated with voice that cannot be broken out of the wider contract costs. The average annual spend specifically associated with voice over the past 3 years (Financial Year (FY) 2011/2012, FY 2012/2013, and FY 2013/2014) is £83M per annum.
4. Number of Users: 246,000 approximately.
5. Hardware Brand: Genband, Avaya and Unify hardware.
6. Application(s) running on PBX/VOIP systems: Information not held as managed service.
7. Telephone System Type: PABX.
8. Contract Duration: The duration of the contract extension is from July 10 to July 15, therefore 5 years. The original contract start date was July 1997.
9. Contract Expiry Date: 31 July 2015
10. Contract Review Date: Currently undergoing the contract bidding process.
11. Contract Description: The Defence Fixed Telecommunications Service (DFTS) contract is the primary contract for MoD's fixed voice and video and wide area networking services. The contract is predominantly for services in UK although there are services delivered to many other countries including Germany and Cyprus.
12. Contact Detail: ISS Net-FxdSAsstHd@mod.uk. Further details on this individual are being withheld under Section 40 (Personal Information).

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 Deputy Chief Information Officer, 2nd 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.gov.uk>.

Yours sincerely,

**Information Systems and Services HQ  
Policy Secretariat**