

Our ref: 711,760
Your ref:

[REDACTED]
Head of ICT Solutions
The Cube
Birmingham

[REDACTED]
Via Email
Mailto: [REDACTED]

28 October 2014

Dear Mr [REDACTED]

FREEDOM OF INFORMATION REQUEST

Thank you for your e-mail Freedom of Information request regarding the Highways Agency's Telephony contract. Please find the information you requested below.

Question 1 - Existing supplier(s) - if there is more than one supplier please list. We currently have two suppliers: Atos Origin and Unify.

Question 2 - Total contract value per supplier - if there isn't a total contract value please can you provide me with the latest annual spend on mobile phone usage for each supplier.

We do not have contract values as the contracts are consumption based. In the last financial year (2013-14) we spent:
£269,958.67 with Vodafone via the Atos contract.
£50,223.75 with O2 via the Unify contract.

Question 3 - Number of users - number of connections for each network provider, split by voice and data, and data only.

The Atos contract has 970 Voice connections and 259 Voice & Data connections.
The Unify contract has 434 Voice and 399 Voice & Data connections.

Question 4 - Number of Blackberry users, mobile data only, general mobile phone and smartphone users, and number of data only connections used in vehicles

We do not hold this information.

Question 5 - Current and future procurement route - for example PSN, Met Framework, direct award, etc

The Atos service is via the CCS (formerly Buying Solutions) Desktop21 Framework. The Unify service is the replacement Contract procured through the CCS (formerly GPS) PSNS Framework.
At this point in time the future procurement route has not been defined.

Question 6 - Contract start date - please provide me with information on when the framework commenced and include the month and year for each supplier.

The Desktop21 Framework commenced Mar 2010; the PSNS Framework commenced Jun 2012.

Atos' Desktop21 services commenced May 2011; Unify services commenced Aug 2013.

Question 7 - Contract expiry date - please provide me with information on when the framework expires and include the month and year for each supplier.

The Desktop21 Framework expired Mar 2014; the PSNS Framework expires Jun 2015. The Atos agreement expired Dec 2013 (currently operating in exit period until December 2014); the Unify agreement expires Aug 2018.

Question 8 - Contract review date - please provide me with the month and year of when the organisation plans to review its mobile phone contracts for each supplier.

The Agency continually reviews its mobile phone contracts throughout the operational year. As the replacement Unify Contract is relatively new, no firm date has been fixed in terms of future strategy.

Question 9 - Please can you supply the main point of contact or department responsible for mobile contracts.

The mobile contract is held within the Operations and Support division of the Highways Agency. Richard Willson is the head of the division. He can be contacted via the Highways Agency Information Line (HAIL):

Email: ha_info@highways.gsi.gov.uk Tel: 0300 123 5000.

In keeping with the spirit and effect of the legislation, all information is assumed to be releasable to the public unless exempt. We may therefore be publishing the information you requested, together with any related information that will provide a key to its wider context, via our website: <http://www.highways.gov.uk/>

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at <http://www.highways.gov.uk/foiresponses/FOIresponses/8024.aspx>.

If you require a print copy, please phone the Highways Agency Information Line on 0300 123 5000; or e-mail ha_info@highways.gsi.gov.uk . You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

[Redacted Signature]

Head of ICT Solutions



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