

From: Riddle, Maya on behalf of Enquiries, FOI
Sent: 15 April 2014 13:22
To: 'Carl McDonald'
Subject: RE: NEW FOI- Telephone Maintenance Contract (Please Acknowledge)

Dear Carl,

We have completed the search for the information that you have requested.

Taking each question in turn our response is as follows:

1. This is a managed contract
2. The contract is with CSC Ltd
3. Average annual spend on the telecoms contract is £225k
4. 1721 landlines are provided for under the contract
5. The exchange hardware is Siemens
6. We have no applications
7. Telephone systems is PABX
8. Contract duration is up to 7 years – 5 years plus option to extend by up to 2 years
9. Current contract expiry is April 2015
10. This contract is currently under review
11. Contract is to provide telephony services – fixed line telephone services, mobile telephones and pagers.
12. The contact for this is Deborah Smith, Head of the Contracts. Email is deborah.smith@ccfe.ac.uk

I trust that this provides you with the information that you require.

Your enquiry has been dealt with under the Freedom of Information Act. If you are unhappy with the service you have received in relation to your request please let me know. Our complaints procedure is available on:

<https://www.gov.uk/government/organisations/uk-atomic-energy-authority/about/complaints-procedure>

Kind regards,

Maya

Dr Maya Riddle, Secretariat, UK Atomic Energy Authority,
K2/1.10, Culham Science Centre, Oxon OX14 3DB

From: Carl McDonald [<mailto:carlmmcd@gmail.com>]
Sent: 21 March 2014 10:46
To: undisclosed-recipients
Subject: NEW FOI- Telephone Maintenance Contract (Please Acknowledge)

Dear FOI Officer,

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

I have sent this request previous but the contract information sent by the organisation has expired and I require an update of the information below.

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.

Thanks

Carl