



Department
for Environment
Food & Rural Affairs

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www.gov.uk/defra

[REDACTED]
[REDACTED]

Our ref: RFI 7250
Date: 6 March 2015

Dear [REDACTED]

REQUEST FOR INFORMATION: Telephone System Maintenance Contract

Thank you for your request for information, which we received on 9 February 2015, about Defra's telephone system maintenance contract. 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£325K.

4. Number of Users

The service is provided to core Defra locations. The number of users fluctuates over time but is between 3,500 and 4,300.

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

As above the contract can run until December 2015. The contract runs on a rolling basis up to the end of December, with the option of a 3 month notice period should Defra choose to end the contract earlier. We expect to end the contract sometime between May and December.

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

This information is not held.

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.

There is only one supplier for telephone maintenance, and so this information is not held.

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.

The contract is only for telephone maintenance, and so this information is not held.

If the maintenance for telephone systems is maintained in-house please can you provide me with:

The maintenance for telephone systems is not in-house, and so the information for the following questions is not applicable.

- 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

The Environment Agency is hoping to launch a procurement under PSN Lot 1 in the next month, which Defra expects to transition to from Spring 2015.

In keeping with the spirit and effect of the FOIA and 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 the address below.

Yours sincerely,

██████████

Information Rights Team
InformationRequests@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 within 40 working days of the date of this letter. Please write to [REDACTED] 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 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