



Our ref: 719388  
Your ref:

Tony Malone  
Chief Information Officer  
Highways England  
Bridge House  
1 Walnut Tree Close  
Guildford  
GU1 4LZ

[REDACTED]  
Via Email

[REDACTED]@gmail.com

11 May 2015

Dear Mr [REDACTED]

## **FREEDOM OF INFORMATION REQUEST**

Thank you for your Freedom of Information request dated 15 April regarding the outsourced ICT Services. You requested:

*Under the Freedom of Information Act I respectfully request that you provide me with a list of suppliers providing outsourced ICT Services to your organisation at the current time. Please present the information back by email (to this address) detailing for each supplier (where more than one is engaged):*

- *Name of supplier*
- *Service(s) provided by supplier*
- *Renewal date for provided service(s) (optional)*
- *Current spend with supplier for provided service(s) (optional)*

*In the interests of focussing on suppliers of a material nature it would be acceptable to respond with just those suppliers where annual spend (on any particular service) is in excess of £50,000 per annum.*

Highways England does hold the information you requested, and our response to your requests are as follows:



| Contract Description  | Supplier                            | Contract End                                     | Avg. Spend per annum |
|---|-------------------------------------|--|----------------------|
| End user computer, hosting, networking, telephony application maintenance   | Atos Ltd                            | Contract in exit, transitioning to new suppliers | £18,650,000          |
| System Integration and Management Services (SIAM)   | BAE Applied Intelligence Ltd        | 22/05/2017                                       | £3,200,000           |
| Tetra radio system encrypted secure communications between Traffic Officer Services and emergency services.   | Airwave solutions Ltd.              | 31/10/17   | £2,677,134           |
| Maintenance provision for COBS, signal and message signs and MIDAS  | Cubic (previously Serco Ltd)        | 31/01/16   | £2,600,000           |
| End User Computing Tower services   | CGI IT UK Limited;                  | 01/03/2018                                       | £2,300,000           |
| Hosting Services  | Specialist Computer Centre Ltd      | 31/03/2016                                       | £2,150,000           |
| PSN Network connections (WAN, LAN & Gateways)   | Thales                              | 01/12/2018                                       | £2,000,000           |
| Applications Maintenance and Support, including additional development, rationalisation and modernisation of the applications estate  | Lockheed Martin                     | 31/03/2016                                       | £1,650,000           |
| Provides for maintenance of software for COBS, TIDAL, HSM and ramp metering   | Imtech                              | 31/01/16   | £1,600,000           |
| Logging system for Traffic Management System activity   | Mott MacDonald                      | 31/05/15   | £1,484,833           |
| PSN Unified Services (Lot 10), VOIP based telephony solution, Unified Communications including (Audio, Web and Video Conferencing), Central Contact Centre, One number Service (0300), Mobile Telephony Service, Secure E-Mail Mobile devices, Non-Voice Data SIM | Unify Enterprise Communications Ltd | 10/08/2018                                       | £1,250,000           |
| Specialist technical advice for site data and software support.   | Mott MacDonald                      | 16/07/15   | £1,056,265           |
| Maintenance and system management of our information system used to manage all roadside traffic technology assets and the faults associated with them   | Capita Property and Infrastructure  | 18/05/15   | £954,691             |

| Contract Description  | Supplier                              | Contract End | Avg. Spend per annum |
|---|---------------------------------------|--------------|----------------------|
| Software maintenance support for various current CCTV in station equipment to control cameras at the roadside, & HACCTV Service.                                    | Simulation Systems Ltd                | 31/12/15     | £868,391             |
| Provides software maintenance support for various CCTV in station equipment.  | Chubb Electronic Security Systems Ltd | 22/12/15     | £833,333             |
| Maintenance of software systems for Local Communications Controller.  | Simulation Systems Ltd                | 31/01/16     | £700,000             |
| To provide software maintenance for MIDAS and site data entry. To deliver changes required to the site data entry package to support delivery of Managed Motorways. | Information Processing Ltd.           | 31/03/16     | £666,362             |
| Airwave hardware management   | Capita                                | 01/12/17     | £465,816             |
| Provides the software maintenance for real time meteorological devices  | Ultra Electronics Ltd.                | 31/01/16     | £416,667             |
| Managed Print   | Xerox Ltd                             | 01/06/2018   | £200,000             |
| Desk PC switching hardware  | AIT partnership Group                 | 25/11/15     | £151,323             |

In keeping with the spirit and effect of the Freedom of Information legislation, all information disclosed to you 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 the [Gov.uk website](http://www.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: <https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy of the process; please phone the Information Line on 0300 123 5000; or e-mail [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk). I would be grateful if you would contact me if you wish to have an internal review.

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

Should you have any queries about this letter, please contact me. Please quote our reference number above in any future communications.

Yours sincerely



Tony Malone  
Chief Information Officer  
Highways England



