

Our ref: 717005
Your ref:

via email [REDACTED]@gmail.com

Robert Greaves
Head of ICT Solutions
The Cube
199 Wharfside
Birmingham
B1 1RN

05 March 2015

Dear Mr [REDACTED]

FREEDOM OF INFORMATION REQUEST

Thank you for your e-mail Freedom of Information request regarding telecommunications contracts in the Highways Agency. You requested contract information with regards to our telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support:

Please find the information you requested below which covers both business/office and Regional Control Centre (RCC) operational telephony. For ease, the responses are provided separately, stating 'office' and 'RCC':

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs):
Office: Public Services Network (PSN), managed service contract.
RCC: Maintenance and Managed.
2. Existing Supplier: If there is more than one supplier please split each contract up individually:
Office: Unify
RCC: Unify
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:
Office: £360k (includes audio conferencing and homeworkers).
RCC: £169k.
4. Number of Users:
Office: Approx 3500
RCC: Approx 650

5. Hardware Brand: The primary hardware brand of the organisation's telephone system:
Office: Managed service, but predominantly Siemens, some Cisco.
RCC: Managed Service – Siemens.

6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager:
Office: Managed Service therefore information is not available
RCC: None.

7. Telephone System Type: PBX, VOIP, Lync etc:
Office: Predominantly PBX, but mid transformation to VOIP
RCC: ALL PBX.

8. Contract Duration: please include any extension periods:
Office: 5 years.
RCC: 5 years.

9. Contract Expiry Date: Please provide me with the day/month/year:
Office: 14th August 2018.
RCC: 31st March 2015.

10. Contract Review Date: Please provide me with the day/month/year:
Office: Approx. 18 months prior to expiry date.
RCC: Contract terminates on 31st March 2015 – No review date.

11. Contract Description: Please provide me with a brief description of the overall service provided under this contract:
Office: PSN Services contract for provision of telephony, mobile voice and data and video conferencing.
RCC: RCC Operational Telephony Service Management. Managing day-to-day service and change management.

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:
Office: [REDACTED] Head of ICT Service Delivery, 0300 123 5000.
[REDACTED]
RCC: [REDACTED], Operational Telephony Manager, 0300 123 5000.
[REDACTED]

You further requested:

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?

Office and RCC: Not applicable.

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.

Office and RCC: Not applicable.

Also, if the contract is due to expire please provide me with the likely outcome of the expiring contract.

RCC: The whole of the Highways Agency is, at present, going through a 'telephone system' transition/transformation period whereby RCC Operational Telephony is merging with the Business/office telephony under the Managed PSN Services 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?

Office: Only 1 supplier bid for the PSN contract, Unify.

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/FOlresponses/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:

Safe roads, reliable journeys, informed travellers

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

Robert Greaves

Email: 