



CIVIL NUCLEAR CONSTABULARY

[REDACTED]

Email: [REDACTED]

Our Ref: 2014-148

The Executive Office

Civil Nuclear Constabulary
Building F6 Culham Science Centre
Abingdon
Oxon
OX14 3DB

Tel: 01235 466428

Website: <https://www.gov.uk/government/organisations/civil-nuclear-constabulary>

Dear [REDACTED]

I am writing in response to your request for information regarding the below received on 10 March 2015. Your request has been handled under Section 1(1) of the Freedom of Information Act 2000. In accordance with Section 1(1)(a) of the Act I hereby confirm that the CNC/CNPA does hold information of the type specified.

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)

MANAGED/SHARED

The service is owned by the site landlord (NDA), overseen by the site agent (CCFE) and managed by the shared service provider (CSC Ltd) using 3rd party (BT) for local management.

2. Existing Supplier: If there is more than one supplier please split each contract up individually.

CSC (Computer Sciences Corporation)

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

~£26.9k including VAT

4. Number of Users:

250

5. Hardware Brand: The primary hardware brand of the organisation's telephone system.

Unknown

6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.

Unknown

7. Telephone System Type: PBX, VOIP, Lync etc.

PBX

8. Contract Duration: please include any extension periods.

5+1+1 years

9. Contract Expiry Date: Please provide me with the day/month/year.

April 2016

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

Oct 2014

11. Contract Description: Please provide me with a brief description of the overall

service provided under this contract.

Fixed line telephony services including installation (as part of a single source outsourcing agreement for all IT)

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.

Mark Jenner, Head of Procurement, 01235 46-6562

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

The system is not maintained by CNC staff

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 site agent CCFE is decommissioning the existing PBX in 2015 and implementing a separate VOIP solution. CNC will adopt a separate VOIP service due to differing security constraints.

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?

The CNC will be following the lead of our sponsoring government department DECC as they replace their telephony and will utilise their framework which a supplier is being appointed in Jan/Feb 2015. CNC has no details of the DECC shortlist.

We take our responsibilities under the Freedom of Information Act seriously but, if you feel your request has not been properly handled or you are otherwise dissatisfied with the outcome of your request, you have the right to complain. We will investigate the matter and endeavour to reply within 3 – 6 weeks. You should write in the first instance to:

Sarah Shevlin
Disclosures Officer
CNC
Culham Science Centre
Abingdon
Oxfordshire
OX14 3DB

E-mail: FOI@cnc.pnn.police.uk

If you are still dissatisfied following our internal review, you have the right, under section 50 of the Act, to complain directly to the Information Commissioner. Before considering your complaint, the Information Commissioner would normally expect you to have exhausted the complaints procedures provided by the CNPA.

The Information Commissioner can be contacted at:

FOI Compliance Team (complaints)

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If you require any further assistance in connection with this request please contact us at our address below:

Sarah Shevlin
Disclosures Officer
CNC
Culham Science Centre
Abingdon
Oxfordshire
OX14 3DB

E-mail: FOI@cnc.pnn.police.uk

Yours sincerely

Sarah Shevlin
Disclosures Officer
Civil Nuclear Constabulary