



Ministry
of Defence

Ref. FOI2015/01544

Ministry of Defence
Main Building (02/M)
Whitehall
London SW1A 2HB
United Kingdom

Telephone: +44 (0)20 7218 9000
Facsimile: +44 (0)20 7218 7474
E-mail: ISSHQ-MB-GroupMailbox@mod.uk

09 March 2015

Dear [REDACTED],

Thank you for your email of 18th February 2015, you requested information relating to the MOD's telephone maintenance contract. Your full request is enclosed at Annex A.

A search for the information has now been completed within the Ministry of Defence and I can confirm that some information in scope of your request is held.

Some information relating to MOD employees has been withheld in accordance with Section 40 (Personal Information) of the FOI Act. This is an absolute exemption and there is therefore no requirement to consider the public interest in making a decision to withhold the information.

The MOD does not have any telephone system VOIP maintenance contracts and hence no records are held on this element of your request.

Telephone system maintenance is not conducted in-house, hence no records are held on that element of your request.

Taking the remaining elements of your request in turn (your questions in italics), the following information relates to the MOD's PBX maintenance contract:

1. *Contract Type:* PBX maintenance contract.
2. *Existing Supplier:* Unify Enterprise Communications, formally Siemens Enterprise Communications.
3. *Annual Average Spend:* 2012 =£130k, 2013 = £230k, 2014 = £130k ex VAT.
4. *Number of Users:* Information is not held in a way that would allow the number of users to be provided. However, there are 7,032 ports in use across all exchanges as of June 2014. We are unable to advise whether any of these ports are shared by more than one individual user.
5. *Hardware Brand:* The MOD holds no information on the primary brand of hardware as the equipment used is proprietary to Unify Enterprise Communications.
6. *Application(s) running on PBX/VOIP systems:* There are no applications running on these exchanges.

7. *Telephone System Type: PBX, VOIP, Lync etc: PBX.*
8. *Contract Duration: 3 years, there have been no contract extensions.*
9. *Contract Expiry Date: 30 June 2017.*
10. *Contract Review Date: Not Applicable. The details are already in the public domain and can be found at OJEU reference 2014/S 047-079282. The link below provide full details on the scope of the work, equipment involved and estimated values.*

<http://ted.europa.eu/udl?uri=TED:NOTICE:79282-2014:TEXT:EN:HTML>

11. *Contract Description: The support of legacy telephone exchanges overseas.*
12. *Contact Detail: ISS SvcOps-SP9 Asst Hd@MOD.uk. Further details on this individual are being withheld under Section 40 (Personal Information).*

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.

Not applicable only one provider for legacy overseas telephone exchanges

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.

Maintenance contract is not a managed service.

The information below relates to the MOD's DFTS Managed contract:

1. *Contract Type: Managed*
2. *Existing Supplier: British Telecom.*
3. *Annual Average Spend: The DFTS contract encompasses a wide range of services including voice. Figures provided here are where spend relates solely to the provision of voice services. The average annual spend on voice services over the last 3 financial years (11/12, 12/13, and 13/14) is £83M per annum ex VAT.*
4. *Number of Users: Current quantity is 242,000 users.*
5. *Hardware Brand: Genband, Avaya and Unify hardware. We are preparing for IP Telephony under the future PSN contract.*
6. *Applications running on PBX/VOIP systems: information not held.*
7. *Telephone system type: PABX.*
8. *Contract Duration: The duration of the contract extension is from July 10 to July 15, therefore 5 years. The original contract start date was July 1997.*
9. *Contract Expiry Date: 31 July 2015. The overall contract will be extended by up to a year until a replacement contract is competitively awarded through the PSN.*
10. *Contract Review Date: Currently undergoing the contract bidding process.*
11. *Contract Description: The Defence Fixed Telecommunications Service (DFTS) contract is the primary contract for MoD's fixed voice and video and wide area networking services. The*

contract is predominantly for services in UK although there are services delivered to many other countries including Germany and Cyprus.

12. *Contact Detail:* ISS SvcOps-SP9 Asst Hd@MOD.uk. Further details on this individual are being withheld under Section 40 (Personal Information).

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, 1st Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

ISS HQ-MB Secretariat

Annex A

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

The contract information sent by the organisation previously has now expired please can you provide me with a new update of the telephone maintenance contract:

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?