



Our ref: 728817
Your ref:

[REDACTED]
Via Email
[REDACTED]

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

23 October 2015

Dear Mr Smith,

FREEDOM OF INFORMATION REQUEST

Thank you for your Freedom of Information request dated 4 August regarding Highways England's mobile phone contracts.

Please note we have not included Roadside assistance phone devices as part of this answer as we believe this separate technology and contract is not the intended subject of this Freedom of Information Request.

Please find below the responses to your question:

- 1) Please confirm the number of mobile phones or smartphones that are funded by the organisation and in use by the organisation.*

Highways England currently has 2,220 mobile phones.

- 2) The Name of the Organisation who acts as your mobile airtime service provider. (If multiple contracts are set up please confirm each specific provider).*

All Highways England mobile phones' supplier is O2

2.1) please confirm;

(a) the date the aforementioned contract(s) started.

The contract was started in August 2013

(b) the date the aforementioned contract(s) ends.

The contract ends in August 2018

(c) the date the contract(s) will be reviewed (prior to termination).

The contract will be reviewed in August 2017

Page 1 of 5





3) *The number of mobile connections within the organisation. (If multiple contracts are set up please confirm each specific provider).*

There are 2,460 connections within Highways England.

4) *Are mobile phones and smart phones purchased separately or 'bundled' as part of the airtime agreement?*

Mobile phones are purchased separately

4.1) *If handsets are 'bundled' with an airtime agreement, – please provide a cost breakdown between the devices and the airtime contract. (Example response maybe: The organisation has a contract where the handsets are zero cost although data and calls are paid for — Alternatively — Handsets were purchased at £50 each plus any calls and data.)*

Mobile phones are purchased separately

4.2) *If handsets are procured separately, please provide details of how many mobile phones or smart phones have been purchased during the previous three years. (Please detail year on year spend and physical number of devices acquired.)*

	Year Spend	Device Numbers at start of the financial year	Device Numbers at end of the financial year
12/13 FY Expenditure	£274,396.32	1726	1668
13/14 FY Expenditure	£302,082.27	1668	1550
14/15 FY Expenditure	£177,976.31	1550	489 (Atos) 1589 (Unify)

4.3) *If Handsets are procured separately please could you confirm if the devices are leased or purchased outright.*

The devices are Purchased outright

4.4) *Does the organisation make ad-hoc purchases for Handsets during the normal contractual term.*

Highways England does make ad-hoc purchases

4.5) *Is the procurement process under a specific framework or does the organisation work independently of such a framework? Please provide details of framework if necessary.*

The purchases are procured through the PSN Services Framework

5) *Does the organisation purchase Tablets (for example – iPad's)?*

Highways England does purchase tablets.

5.1) *If so, please provide details of how many individual devices have been purchased during the previous three years. Please detail year on year spend and physical number of devices procured.*

Highways England purchased:

300 Surface Pro 3 i3 4gbRAM 64gb SDD in the 2014/15 financial year

75 Surface Pro 3 i3 4gbRAM 64gb SDD in the 2015/16 Financial year

Highways England has spent a total of £187,500 + vat on these devices:

2014/15 = £150,000

2015/16 = £37,500

5.2) *Please could you confirm if the devices are leased or purchased outright.*

The devices are purchased outright

5.3) *Is the procurement process under a specific (please detail) framework or does the organisation work independently of such a framework?*

The devices are procured through the RM1054 Government Framework

6) *Do you include mobile devices (Phones and Tablets) within you asset register?*

Mobile phones are not included on our asset register.

Tablets are held within the CMDB asset register

7) *If your mobile devices (Phones and Tablets) are not held on your central asset register, please clarify how you manage/trace the mobile devices during their lifecycle within the company.*

Mobile phone devices are refreshed on an ad-hoc and break/replace basis.

8) *What happens to mobile devices (Phones and Tablets) at the end of the contract term, or alternatively at the point of retirement?*

We have not reached this situation as the devices are relatively new. When necessary, they will be disposed of in accordance with government guidelines.

9) *What is the current process for removing all sensitive data from the devices (Phones and Tablets) at the end of the contract term, or alternatively at the point of retirement?*

All sensitive data is removed in accordance with CESG guidelines

9.1) Please confirm the name of any third party companies involved in the retirement process, how long they have been contracted and when that contract is due to expire.

Tablets will be disposed of by our current EUC provider Atos. They have been contracted by us for almost 8 years. The contract is due to expire on the 31st of October 2015 after which we will transition to a new supplier.

10) Please provide full details of the person who is ultimately responsible for the Airtime Contact. (Please include: Name, Position, E-mail address, Contact Phone Number. Office Location)

Transition Manager - Telecommunications
Highways England | Lateral | 8 City Walk | Leeds | LS11 9AT

11) Please provide full details of the person who is ultimately responsible for the Procurement of Mobile Devices. (Please include: Name, Position, E-mail address, Contact Phone Number. Office Location).

please see answer to question 10 for more details.

12) What is your current accounting treatment for mobile phone assets?

Mobile phones are capitalised

13) What is the current method for insuring your mobile devices in the event of loss, damage or theft?

Mobile phones are not insured

14) Are Insurance services part of any current framework or would this service operate outside of any present framework agreement.

Mobile phones are not insured

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. 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



PP Tony Malone
Chief Information Officer
Highways England

