



Ministry
of Defence

Ministry of Defence
D3, Building 405
Corsham
Wiltshire
SN13 9NR
United Kingdom

Ref: FOI2019/07249

E-mail: ISS-SecretariatGpMbx@mod.gov.uk

39 July 2019

Dear [REDACTED],

Thank you for your email of 21 June 2019 to the Ministry of Defence Police (MDP) Secretariat, which has been passed to Information Systems and Services (ISS) Secretariat, in which you requested the following information:

"Please can you send me the following contract information via email 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*
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. *Hardware Brand: The primary hardware brand of the organisation's telephone system.*
5. *Number of telephone users:*
6. *Contract Duration: please include any extension periods.*
7. *Contract Expiry Date: Please provide me with the day/month/year.*
8. *Contract Review Date: Please provide me with the day/month/year.*
9. *Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.*
10. *Telephone System Type: PBX, VOIP, Lync etc*
11. *Contract Description: Please provide me with a brief description of the overall service provided under this contract.*
12. *Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.*
13. *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.”

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.

The information you have requested can be found below, but some of the information falls entirely within the scope of the absolute exemptions provided for at Sections 40 (Personal Data) of the FOIA and has been withheld.

Section 40(2) has been applied to some of the information in order to protect personal information as governed by the Data Protection Act 1998. Section 40 is an absolute exemption and there is therefore no requirement to consider the public interest in making a decision to withhold the information.

1. Contract Type: Maintenance, Managed, Shared

The Integrated User Service contract is a managed service.

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

The supplier is BT.

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

Financial Year 2016 to 2017	£42M (BT IUS)
Financial Year 2017 to 2018	£42M (BT IUS)
Financial Year 2018 to 2019	£37.5M (BT IUS)

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

Hardware is a mix of Ribbon, Unify & Avaya products.

5. Number of Users:

233,602 (smartphone, mobile phone, PABX distributed phone ports)

6. Contract Duration: please include any extension periods.

The contract effective date is from 30th September 2015 to 29th September 2020.

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

29th September 2020.

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

Under Section 21, this information can be found in the public domain on Contracts Finder. Please see the link below which provides full details on the scope of work, equipment involved and estimated values.

<https://www.contractsfinder.service.gov.uk/Notice/2274e812-dccc-4848-9663-b6ee3fe3d1a1?p=@NT08=UFQxUIRnPT0=NjJ>

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

Unify PABXs Network management System;

Note the Avaya ACD with IP handsets for the site-based agents, Auto-Attendant and Voicemail are all provided as Core services (i.e. not provided from the PABX).

10. *Telephone System Type: PBX, VOIP, Lync etc*

TDM PABX & IPT.

11. *Contract Description: Please provide me with a brief description of the overall service provided under this contract.*

The provision of integrated user services, centred around telephony and including both maintenance of existing Time Division Multiplex (TDM) telephony and also introduction of new Voice Over Internet Protocol (VOIP) telephony.

12. *Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.*

Public Services Network (PSN) framework competition.

13. *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.*

Mr Gareth Clark, Hd of NSoIT and Integrated User Services

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.

The Service support is provided by BT.

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.

The maintenance contract only provides telephone systems maintenance.

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.gov.uk). Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of

Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely,

Information Systems and Services (ISS) Secretariat