



Office of Manpower Economics

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10 December 2019

Reference: 20191128/CSU/OME

Dear,

Your request for information to OME, STRB, NHSPRB, AFPRB and SSRB received between 22 and 28 November, 2019- Freedom of Information Act 2000

Thank you for your FOI, Communications & Telephony Request, to the Office of Manpower Economics, its School Teachers Review Body, Senior Salaries Review Body, Armed Forces Review Body, and NHS Pay Review Body, dated between 22 and 28 November. You requested the following information:

1. Please confirm the manufacturer of your telephony system(s) that are currently in place?
2. When was the installation date of your telephony equipment?
3. Who maintains your telephony system(s)?
4. Please confirm value of the initial project and value of annual support/maintenance services (in £)?
5. When is your contract renewal date?

6. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?
7. When was the installation date of your contact centre infrastructure?
8. Who maintains your contact centre system(s)?
9. Please confirm value of the initial project and value of annual support/maintenance services (in £)?
10. How many contact centre employees/agents do you have?
11. When is your contract renewal date?

12. Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?- **Webex**

13. How many employees do you have overall within your organisation?- **32**

14. Who currently provides your calls and lines?
15. What is your current annual spend on calls and lines?
16. When is your contract renewal date?
17. Are you using SIP or ISDN?
18. Do you use a wide area network?

Under the Freedom of Information Act 2000 ('the Act'), you have the right to:

- know whether we hold the information you require;
- be provided with that information (subject to any exemptions under the Act which may apply).

I have answered your questions numbered 12 and 13. Please see above. The Office of Manpower Economics (OME) does not hold the answers to your other questions.

The OME provides an independent secretariat to eight Pay Review Bodies including STRB, AFPRB, NHSPRB and SSRB. OME is funded by the [Department for Business, Energy and Industrial Strategy](#) (BEIS), and they would be responsible for all Procurement and telephony services provided to the Office.

Consequently, you may wish to contact BEIS FOI team for the information you are seeking.

You can write to:

Information Rights Unit,
Department for Business, Energy and Industrial Strategy,
1 Victoria Street,
London, SW1H 0ET

Or you can email them at: FOI.Requests@beis.gov.uk

Appeals Procedure

If you are unhappy with the way the Office of Manpower Economics has handled your request, you may ask for an internal review. You should contact me at the Office of Manpower Economics 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:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire

Yours sincerely,



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FOI Officer
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