



Foreign &  
Commonwealth  
Office

FCO Services  
King Charles Street  
London SW1A 2AH

Website: <https://www.gov.uk>

31<sup>st</sup> March 2020

**FREEDOM OF INFORMATION ACT 2000 - REQUEST REF: FOI 2020/02591**

Thank you for your email of 9th March 2020 asking for information under the Freedom of Information Act (FOIA) 2000. You asked:

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:

**Contract Type:** Maintenance, Managed, Shared (If shared please state the organisation it is shared with)

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

**Annual Average Spend:** The annual average spend for this contract and please provide the average spend over the past 3 years for each provider

**Hardware Brand:** The primary hardware brand of the organisation's telephone system.  
The number of telephone users:

**Contract Duration:** please include any extension periods.

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

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

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

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

**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.

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?

I am writing to advise you that following a search of our paper and electronic records, I have established that the information you requested is not held by this Department. FCO Services resides on the estate of the Foreign and Commonwealth Office and utilises their telephone system. Any details about the telephone system used should be re-directed to the FCO directly via [foi-dpa.pmcs@fco.gov.uk](mailto:foi-dpa.pmcs@fco.gov.uk).

If you wish to make a complaint or if you would like a review of our decision, please write to

the FOI and DPA Team at the Foreign and Commonwealth Office, Room WH2.177, King Charles Street, London, SW1A 2AH. E-mail: [foi-dpa.pmcs@fco.gov.uk](mailto:foi-dpa.pmcs@fco.gov.uk). You have 40 working days to do so from the date this letter. Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of your complaint, you may then apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the FCO. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

FCO Services



For information about how the FCO handles personal information please see our [Personal Information Charter](#)