



Ministry  
of Defence

**Defence Business Services**  
Secretariat  
Room 6303  
Tomlinson House  
Norcross  
Thornton-Cleveleys  
FY5 3WP

Ref: FOI2022/11463

Email: [DBSRES-Secretariat@mod.uk](mailto:DBSRES-Secretariat@mod.uk)

[REDACTED]  
[REDACTED]

22 December 2022

Dear [REDACTED]

Thank you for your email of 14 November 2022 to the Ministry of Defence (MOD) requesting the following information:

*“Could I please request the following information on your current Contact Centre solution:*

- *The number of your contact centre seats?*
- *Do you outsource your contact centre?*
- *What is your current contact centre solution?*
- *What is your current UC/PBX solution?*
- *What is your contact centre contract end date?*
- *What is your contact centre contract length*
- *What framework do you use?”*

On 28 November 2022 you provided the following clarification:

*“I need DBS contact centre information please”.*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

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

Defence Business Services (DBS) supplies contact centre services via a number of solutions covering different areas such as Finance, Civilian Personnel and the Veterans UK Helpline which are insourced. Currently there are approximately 40 advisers covering insourced DBS supplied contact centre services.

Additionally, the Joint Personnel Administration Centre (JPAC) is outsourced to Shared Services Connect Ltd (SSCL) which holds the contract until 31 May 2027. The contract was a stand alone contract advertised in the Official Journal of the European Union (OJEU) and was not let through a framework. The requirement in the contract for the



Armed Forces Personnel JPAC contact centre focuses on call answering and call waiting times, rather than specifying the number of seats or operators required.

The current contact centre call handling solution is based on Avaya products. The current Unified Communications (UC)/Private Branch Exchange System (PBX) solution is a hybrid of MS Teams and on premise managed PBX.

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](mailto: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,

A black rectangular box redacting the signature of the official.

Defence Business Services (Secretariat)