

xxxxxx

Email: xxxxxxx

xxxxxx xxxxx

Department for Transport  
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London  
SW1P 4DR

DIRECT LINE: 020 7944 xxxxx

Web Site: [www.dft.gov.uk](http://www.dft.gov.uk)

Our Ref: F0008705

11 April 2012

Dear xxxxx,

### **Freedom of Information Request - F0008705**

I am writing regarding your request for information, received on 12 March 2012. You requested information about mobile phone and PBX/VOIP maintenance contracts.

The Department for Transport was formed in 2002 and consists of a central department and seven executive agencies as follows:

Driver and Vehicle Licensing Agency (DVLA)  
Driving Standards Agency (DSA)  
Government Car and Despatch Agency (GCDA)  
Highways Agency (HA)  
Maritime and Coastguard Agency (MCA)  
Vehicle Certification Agency (VCA)  
Vehicle and Operator Services Agency (VOSA)

Please note the Air, Rail and Marine Accident Investigation Branches (AAIB, RAIB and MAIB) are also part of the central department.

This response covers both the central department and our seven executive agencies. The information requested can be found at Annex A. I am still collating information about GCDA's PBX contract and the contract value/spend and hardware information for the PBX contract at MCA. I will forward this information to you as soon as possible.

In some instances the names and direct contact details of junior officials, that is staff below the Senior Civil Service, have been withheld in accordance with the personal information exemption at section 40(2) and 40(3) of the Freedom of Information Act 2000 (the full section 40 wording, from the Act is attached at Annex B). These individuals are not in public facing roles and have an expectation that their names and direct contact details will not be put into the public domain. It would be unfair for us to disclose their details and would contravene the first data protection principle.

If you are unhappy with the way the Department has handled your request or with the decisions made in relation to your request you may complain within two calendar months of the date of this letter by writing to the Department's Information Rights Unit at:

Zone D/01  
Ashdown House  
Sedlescombe Road North  
Hastings  
East Sussex TN37 7GA  
E-mail: [FOI-Advice-Team-DFT@dft.gsi.gov.uk](mailto:FOI-Advice-Team-DFT@dft.gsi.gov.uk)

Please see attached details of DfT's complaints procedure and your right to complain to the Information Commissioner.

If you wish to discuss any of the above, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

**XXXXXX XXXXX**

**Your right to complain to the Department for Transport and the Information Commissioner**

You have the right to complain within two calendar months of the date of this letter about the way in which your request for information was handled and/or about the decision not to disclose all or part of the information requested. In addition a complaint can be made that DfT has not complied with its FOI publication scheme.

Your complaint will be acknowledged and you will be advised of a target date by which to expect a response. Initially your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that official decides that his/her decision was correct, your complaint will automatically be referred to a senior independent official who will conduct a further review. You will be advised of the outcome of your complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

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

## **Annex A**

### **DfT Central (excluding the 3 Accident Investigation Branches)**

<b>PBX</b>	
1. Existing Supplier(s) - If there is more than one supplier please split the contract up	Siemens Enterprise Communications Ltd
2. Total contract value.	Total contract value £8million whole life
3. Duration of the contract.	Duration 8 years 6 months
4. Contract Expiry Date - please provide me with the month and year and day if possible	Expiry date 31 March 2013
5. Contract Review Date	The contract has been reviewed and a procurement exercise for a replacement is underway.
6. Hardware Brand:	PBX is an Ericsson.

\*Please note we are withholding the personal details of the contract managers, under section 40(2)&(3) of the Fol act as they are below SCS level.

<b>Mobile</b>	
1. Existing Supplier(s) - If there is more than one supplier please split the contract up	Vodafone (OGC Buying Solutions Catalist)
2. Total contract value- If there isn't a total contract value please can you provide me with the latest annual spend on mobile phone.	Annual Spend - £295,000
3. Number of Users- Number of connections with network provider.	1,445
4. Duration of the contract- please state if the contract also include contract extensions	N/A
5. Contract Start Date- please provide me with the month and year and day if possible	N/A
6. Contract Expiry Date- please provide me with the month and year and day if possible	On going, but probably until 2016 at least.
7. Contract Review Date- please provide me with the month and year and day if possible	Reviewed by Cabinet Office in 2011 and re-awarded to Vodafone.
8. The person within the organisation responsible for this particular contract. Can you send me the full contact details Contact Name, Job Title, Contact Number and direct email address.	*Withheld
Comments	Strictly speaking this is <b>not</b> a maintenance contract.

\*Please note we are withholding the personal details of the contract managers, under section 40(2)&(3) of the Fol act as they are below SCS level.

## DSA

<b>Existing supplier(s)</b>	Vodafone for mobile phones under the existing Cabinet Office contract  Siemens Enterprise and Azzurri for the Agency's PBX.  Please note that DSA doesn't use VOIP.
<b>Total contract value - if there isn't a total contract value please can you provide me with the latest annual spend on mobile phone.</b>	Our projected spend for 2012/13 for Azzurri is £73,820.00 +VAT and for the same time period for Siemens Enterprise is £7,191.48 + VAT.  Our spend with Vodafone in 2011/12 is £25,145.20 + VAT including a £10,407.45 rebate.
<b>Number of users - number of connections with network provider</b>	We currently have 264 users of the Vodafone contract.

<b>Contract</b>	<b>Duration of contract</b>	<b>Any contract extensions?</b>	<b>Contract start date</b>	<b>Contract expiry date</b>	<b>Contract review date</b>
<b>Azzurri</b>	3 years	None	01/04/2011	31/03/2014	01/09/2013
<b>Siemens Enterprise</b>	Annual	None	01/01/2012	30/06/2012 and 30/09/2012	N/A
<b>Vodafone</b>	2 years	None	01/10/2010	01/10/2010	01/08/2012

- Please note that there are two contract expiry dates for the Siemens Enterprise contract. This is because we have contracts for two sites.
- The person responsible with DSA for the contracts mentioned is Brian Hogg, DSA's Head of ICT Services. Brian's phone number is (0115)9366750 and his email address is brian.hogg@dsa.gsi.gov.uk
- Hardware brand We use the following hardware brands: Avaya and Siemens

## **DVLA**

<b>ICT Contracts relating to mobiles phones</b>		
Supplier Name	Orange	Vodafone
Total Contract Value	£90,000	£156,000
Duration	3 years	3 years
Expiry Date	Dec-12	Dec-12
Number of Users/Handsets	378 Devices	271 Devices
Contract Review Date	Oct-12	Oct-12
Contract signed date	On a 3 year rolling Framework signed Jan 2011	On a 3 year rolling Framework signed Jan 2011
<b>ICT Contracts relating to PBX Maintenance</b>		
Supplier Name	Avaya	Daisy
Total Contract Value	£950,000	£50,000
Applications running on PBX	Communication Manager	Communication Manager
Duration	3 years with an option to extend for a further 2 years	3 years with an option to extend for a further 2 years
Expiry Date	Sep-12	Jan-13
Number of Users	Approximately 4,500	Approximately 1,500
Contract Review Date	Jul-12	Oct-12
Contract signed date	Mar-08	Jan-09
Extension	6 months	12 months
Contact details for the above:	Clive Powlson Hardware/Software/Telecoms/Non PACT Manager e-mail: <a href="mailto:clive.powlson@dvla.gsi.gov.uk">clive.powlson@dvla.gsi.gov.uk</a>	

## **GCDA**

**The PBX is managed by DfT central on behalf of GCDA. DETAILS TO FOLLOW.**

<u>Mobile contract</u>	
1. Existing Supplier(s) - If there is more than one supplier please split the contract up.	Vodafone provide our staff mobile phone contracts.
2. Total contract value- If there isn't a total contract value please can you provide me with the latest annual spend on mobile phone.	There is no total contract value.
3. Number of Users- Number of connections with network provider.	We currently have 239 Vodafone connections.
4. Duration of the contract- please state if the contract also include contract extensions.	Each new contract taken out is 2 years in length.
5. Contract Start Date- please provide me with the month and year and day if possible.	There's no one set date.
6. Contract Expiry Date- please provide me with the month and year and day if possible.	As above
7. Contract Review Date- please provide me with the month and year and day if possible.	Reviews are ongoing. Connections are cancelled as and when necessary, e.g. when a driver leaves and their mobile is no longer needed.
8. The person within the organisation responsible for this particular contract. Can you send me the full contact details Contact Name, Job Title, Contact Number and direct email address.	GCDA-InformationDesk@gcda.gsi.gov.uk

## **HA**

1. Existing Supplier(s) - If there is more than one supplier please split the contract up	Vodafone
2. Total contract value- If there isn't a total contract value please can you provide me with the latest annual spend on mobile phone.	No total Contract value as we utilise a call off Government Procurement Service (GPS) framework. Annual spend from April 2011 to March 2012 is £229,436.67.
3. Number of Users- Number of connections with network provider	1725
4. Duration of the contract- please state if the contract also include contract extensions	No duration agreed as length is within the T&Cs of the GPS Catalyst Framework
5. Contract Start Date- please provide me with the month and year and day if possible	11th December 2007
6. Contract Expiry Date- please provide me with the month and year and day if possible	11th December 2012. Though there is no duration to this agreement a recent review has determined that the existing Contract will cease on the stated date.
7. Contract Review Date- please provide me with the month and year and day if possible	As referred to in (6), a review has already been undertaken by the business as part of a wider piece of work
8. The person within the organisation responsible for this particular contract. Can you send me the full contact details Contact Name, Job Title, Contact Number and direct email address.	The person responsible for the contract is a PB8 and is classed as a junior official. We are withholding the details of the contract managers, under section 40(2)&(3) of the FOI act as they are below SCS level.

**All the data relating to PBX and VOIP is subsumed within the Telephony fixed landline bundle (above).**



## **MCA**

<i>Mobile</i>	
1. Existing Supplier(s) - If there is more than one supplier please split the contract up	Orange and Vodafone.
2. Total contract value- If there isn't a total contract value please can you provide me with the latest annual spend on mobile phone.	£121,682.66
3. Number of Users- Number of connections with network provider	With Orange we have 150 connections, Vodafone we have 450 connections
4. Duration of the contract- please state if the contract also include contract extensions	Each handset is an individual contract for a minimum period of 24 months purchased under Government procurement service contract RM526/L1
5. Contract Start Date- please provide me with the month and year and day if possible	Each handset is an individual contract for a minimum period of 24 months purchased under Government procurement service contract RM526/L1
6. Contract Expiry Date- please provide me with the month and year and day if possible	Buying solutions Framework RM526/L1 expires on 30th June 2012 at which point the MCA will seek to migrate all connections onto the subsequent relevant Framework
7. Contract Review Date- please provide me with the month and year and day if possible	The renewal of the Framework contract is being dealt with by the Government procurement service.
8. The person within the organisation responsible for this particular contract. Can you send me the full contact details Contact Name, Job Title, Contact Number and direct email address.	Daniel Collins-Hardman Technical co-ordinator Maritime and Coastguard Agency 02380 329422 <a href="mailto:daniel.collins-Hardman@mcga.gov.uk">daniel.collins-Hardman@mcga.gov.uk</a>
Comments	

## **MCA continued**

<i>PBX/VoIP</i>	
1. Existing/Current Supplier:	BT provides our PBX services at administration office except Beverley where this is contracted to Kingston Telecommunications. At operational centres the PBX is embedded within our Integrated Coastguard Communications Systems together with radio services.
2. Total Contract Value: (For the whole duration of the contract, if the total value sent is per annum please state this in the response).	TO FOLLOW
3. Duration: (Please can you also include notes if the contract includes any contract extension periods).	Contracts are embedded within Government Procurement Service managed solutions Frameworks and are supplied as part of a managed service. This contract will migrate to a PSN compliant offering within the next 3 years.
4. Contract Expiry Date: Please can you provide me with the month and year and day if possible	The contract is a rolling 12 month contract. Due to the age of our PBXs and the high availability requirements (even in a Business Continuity scenario) they attract very limited interest in support from other suppliers. Intention is to continue within the terms of existing CPS frameworks until the provisions of the Future Coastguard and changes of the Surveyor organisation are declared and future requirements known. These contracts will be tendered within the PSN compliant frameworks of the Government Procurement Service.
5. Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract).	The contract review date is March 2013.
6. Hardware Brand:	TO FOLLOW
7. The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include there full name, job title, direct contact number and direct email address.	Daniel Collins-Hardman Technical co-ordinator Maritime and Coastguard Agency 02380 329422 <a href="mailto:daniel.collins-Hardman@mcga.gov.uk">daniel.collins-Hardman@mcga.gov.uk</a>

## **AAIB**

<u><i>Mobiles</i></u>	
1. Existing Supplier(s) - If there is more than one supplier please split the contract up.	Vodafone
2. Total contract value - If there isn't a total contract value please can you provide me with the latest annual spend on mobile phone.	£20,481.86 total annual spend including VAT for financial year 11/12
3. Number of Users - Number of connections with network provider	44
4. Duration of the contract- please state if the contract also include contract extensions	We have used Vodafone for a number of years but our current phones are on a 2 year contract
5. Contract Start Date- please provide me with the month and year and day if possible	28/07/10
6. Contract Expiry Date- please provide me with the month and year and day if possible	28/07/12
7. Contract Review Date- please provide me with the month and year and day if possible	We will be continuing with current phones and do not tend to review in the near future
8. The person within the organisation responsible for this particular contract. Can you send me the full contact details Contact Name, Job Title, Contact Number and direct email address.	N/A – personal info (Section 40 Part 2 of FOI Act refers)
<u><i>PBX/VoIP</i></u>	
1. Existing/Current Supplier:	Alternative Networks
2. Total Contract Value: (For the whole duration of the contract, if the total value sent is per annum please state this in the response)	£1899.52 plus VAT per year – this includes maintenance of our whole telephone system
3. Duration: (Please can you also include notes if the contract includes any contract extension periods.)	3 years

4. Contract Expiry Date: Please can you provide me with the month and year and day if possible	18/03/12
5. Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)	Already reviewed and contract re-let for 3 years after getting 3 quotes
6. Hardware Brand:	Mitel
7. The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include there full name, job title, direct contact number and direct email address.	Withheld under the personal information exemption at section 40(2)&(3) of the FOI Act.

## **MAIB**

Please find below the MAIB's contribution to the Mobile / PBX contract FOI request.

### Mobile phone contract details:

1. Existing Supplier(s) - If there is more than one supplier please split the contract up:	Vodafone
2. Total contract value- If there isn't a total contract value please cans you provide me with the latest annual spend on mobile phone:	Annual spend £17,091.64
3. Number of Users- Number of connections with network provider:	60
4. Duration of the contract- please state if the contract also include contract extensions:	24 Months
5. Contract Start Date- please provide me with the month and year and day if possible:	25/01/2012
6. Contract Expiry Date- please provide me with the month and year and	25/01/2014

day if possible:	
7. Contract Review Date- please provide me with the month and year and day if possible:	25/01/2013
8. The person within the organisation responsible for this particular contract:	Technical Manager Marine Accident Investigation Branch, Mountbatten House, Grosvenor Square, Southampton, SO15 2JU, <a href="mailto:maib@dft.gsi.gov.uk">maib@dft.gsi.gov.uk</a> Tel: 02380 395500

PBX ICT contract details:

Existing/Current Supplier:	Datasharp (South) Ltd.
Total Contract Value:	£1,666.01 per annum.
Duration:	Annual renewal.
Contract Expiry Date:	N/A
Contract Review Date:	N/A
Hardware Brand:	Siemens
The person from within the organisation that is responsible for reviewing and renewing this	Withheld under the personal information exemption at section 40(2)&(3) of the FOI Act.

## **RAIB**

<b>Part 1 Mobile Phone</b>			
<b>Supplier</b>	<b>Vodafone</b>	<b>O2 (thro' Vodafone)</b>	<b>Orange</b>
Spend 2011/12	£2,810.02	£314.49	£1,020.00
Number of Users per network	38	3	3
Duration	24 month	24 month	N/A
Start Date	Use DfT Central Contract	Use DfT Central Contract	Pay as you Go from 24/01/2012
End Date	Use DfT Central Contract	Use DfT Central Contract	N/A
Contract Review Date	Review at end of contract	Review at end of contract	annual
Person in Charge of Contract	Withheld under the personal information exemption at section 40(2)&(3) of the FOI Act	Withheld under the personal information exemption at section 40(2)&(3) of the FOI Act	Carolyn Griffiths (ENQUIRIES@raib.gov.uk)
<b>Part 2 PBX (no VOIP)</b>			
<b>Supplier</b>	<b>Main-Tel</b>	<b>Data-sharp</b>	
Spend per annum	£1,702.80	£2,174.00	
Contract Duration	12 months	12 months	
Contract Expiry Date	16.05.2012	12.04.2012	
Contract Review Date	Annual	Annual	
Hardware Brand	Panasonic KXTDA200	Siemens HiPath 3750	
Person in Charge of Contract	Carolyn Griffiths (ENQUIRIES@raib.gov.uk)	Carolyn Griffiths (ENQUIRIES@raib.gov.uk)	

NB We have taken Part 1 Question 4 & 5 to refer to the DfT central contract and not individual mobile contracts.

## VCA

<i>Mobile Phones</i>	
Contract with:	Vodafone
Contract Start Date:	07/06/2011
Contract end date:	06/06/2015
Contract review date:	Not recorded
Contract extension option:	Information not recorded
Contract extension option:	Information not recorded
Contract value:	£181,300 over four years
Contract type:	GPS Framework - Mobile Solutions II, Lot 1
Users:	90

<i>Voice Bristol &amp; Nuneaton</i>	
PBX:	Avaya Index - Maintenance with Daisy Telecoms Ltd
Contract: renewed annually:	£5,670 per annum
Contract expiry:	by 30 June 2012
Contract review date:	Information not recorded
Contract extension option:	Information not recorded
Users:	130

<i>Voice call Bristol &amp; Nuneaton</i>	
Contract with	Verizon
Contract start date:	January 2005
Contract end date:	By 30 June 2012 (service to be provided by Siemens)
Contract value:	£15,500 per annum
Contract review date:	Information not recorded
Contract extension option:	Information not recorded

In the process of signing new contract with Siemens Enterprise Communications Ltd to provide full Telephony service to Bristol and Nuneaton offices.

Contract award date: 30 March 2012

Contract start date: TBA

Contract period: 4 years

### **VCA continued**

<i>Dangerous Goods Office – Leatherhead</i>	
Contract with:	South West Communications
PBX -	Alcatel
Contract start date:	16/02/2012
Contract end date:	15/02/2015
Contract review date:	Information not recorded
Contract extension option:	Information not recorded
No of users:	4
Contract value:	£1,500 (including line rental & calls) per annum

### ***Contact for all contracts information***

Mr Aidan Buckle – Head of Finance and ICT, email: [aidan.buckle@vca.gov.uk](mailto:aidan.buckle@vca.gov.uk)

Tel: +44 (0)117 9524151 **(no sales calls to be made to this telephone number)**

### **VOSA**

<b>Mobile</b>	
Supplier(s)	Orange
Total Contract Value	Approx £200k (variable depending on call costs)
Duration	2years
Expiry Date	Jan 2014
Number of Users/Handsets	1677
Contract Review Date	NA
Contact/job title responsible for this contract	Withheld under the personal information exemption at section 40(2)&(3) of the FOI Act.



<b>PBX Maintenance</b>	
Supplier(s) Name(s)	BT
Contract Value	£1500
Application(s) running on PBX	None
Duration	To 28 December 2012
Expiry Date	As above
Number of Users	2400 approx (total staff number across the organisation)
Contract Review Date	NA
Contact/job title responsible for this contract	Withheld under the personal information exemption at section 40(2)&(3) of the FOI Act.

## **Annex B**

### **Fol section 40: full text of exemption**

1. Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.
2. Any information to which a request for information relates is also exempt information if:
  - (a) it constitutes personal data which do not fall within subsection (1), and
  - (b) either the first or the second condition below is satisfied
3. The first condition is:
  - (a) in a case where the information falls within any of paragraphs (a) to (d) of the definition of "data" in section 1(1) of the Data Protection Act 1998, that the disclosure of the information to a member of the public otherwise than under this Act would contravene:
    - (i) any of the data protection principles, or
    - (ii) section 10 of that Act (right to prevent processing likely to cause damage or distress), and
  - (b) in any other case, that the disclosure of the information to a member of the public otherwise than under this Act would contravene any of the data protection principles if the exemptions in section 33A(1) of the Data Protection Act 1998 (which relate to manual data held by public authorities) were disregarded.
4. The second condition is that by virtue of any provision of Part IV of the Data Protection Act 1998 the information is exempt from section 7(1)(c) of that Act (data subject's right of access to personal data).
5. The duty to confirm or deny:
  - (a) does not arise in relation to information which is (or if it were held by the public authority would be) exempt information by virtue of subsection (1), and
  - (b) does not arise in relation to other information if or to the extent that either:
    - (i) the giving to a member of the public of the confirmation or denial that would have to be given to comply with section 1(1)(a) would (apart from this Act) contravene any of the data protection principles

or section 10 of the Data Protection Act 1998 or would do so if the exemptions in section 33A(1) of that Act were disregarded, or  
(ii) by virtue of any provision of Part IV of the Data Protection Act 1998 the information is exempt from section 7(1)(a) of that Act (data subject's right to be informed whether personal data being processed).

6. In determining for the purposes of this section whether anything done before 24 October 2007 would contravene any of the data protection principles, the exemptions in Part III of Schedule 8 to the Data Protection Act 1998 shall be disregarded.

7. In this section:

"the data protection principles" means the principles set out in Part I of Schedule 1 to the Data Protection Act 1998, as read subject to Part II of that Schedule and section 27(1) of that Act;

"data subject" has the same meaning as in section 1(1) of that Act;

"personal data" has the same meaning as in section 1(1) of that Act.