

xxxxxxx

DIRECT LINE: 020 7944 xxxx

xxxxxxxxxx

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

Our Ref: F0008102

05 October 2011

Dear xxxx,

### **Freedom of Information Request F0008102**

I am writing to confirm that the Department has now completed its search for the information in your request dated 10 September 2011. This is a follow up request to FOI F0007879 which the Department previously responded to you on. In your latest request you asked for some additional information about the Department's agency telephone contracts:

***"DVLA- the PBX Avaya contract has expires this month has the organisation taken the option to extend?"***

*The DVLA has taken the option to extend the PBX AVAYA contract that expired in September 2011 by 6 months.*

***"Highways Agency- Mobile- can you provide me with an approximate figure for the total contract value?"***

*We utilise Vodafone through OGC Buying Solutions framework. This is a call-off agreement based on Highways Agency (HA) demand/usage. As such the only commitment the HA has is that handsets are issued for an initial 2 year term, with the option to terminate at any point subject to cancellation fees. Other than that we have no firm commitment. Currently the monthly value Vodafone submit for HA usage is approximately £19k. This is the net amount (minus any credits/discounts) for the recurring element and usage charges; therefore the indicative annual value would be in the region of £228k.*

***"VOSA - the mobile phone contract has expired please can you send me up to date information? With regards to the PBX when does the annual contract expire?"***

*VOSA's mobile phone contract is out to tender at the present time. VOSA does not have a PBX contract.*

***Gov Despatch Agency- What is the expiry date of the annual contract of the PBX? Who is the provider for the Pbx maintenance?***

*The contract is with Global Crossing (through OGC Buying Solutions) who sub contract maintenance to Siemens for the GCDA PABX.*

*This provision is part of the DfT tender for new telephony systems in DfT, including GCDA and VCA, which will be awarded later this year for implementation in 2012.*

In keeping with the spirit and effect of the Freedom of Information Act, all information is assumed to be releasable to the public unless exempt. A copy of this response and the information provided may now be published on our website.

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/04  
Ashdown House  
Sedlescombe Road North  
Hastings  
East Sussex TN37 7GA  
E-mail: 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 have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours Sincerely

**XXXXXXXX**

**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