

Terry Shepherd
request-681888-620040d0@whatdotheyknow.com

From: Parth Malkan
Role: Junior Technical Project Manager
Our ref: IAT-FOI-0758-20
Date: 01/09/2020

Dear Terry Shepherd,

Request for information under the Freedom of Information Act 2000 ('the FoIA')

Thank you for your email of 04 August 2020.

The request

In your email you said: -

"Under the Freedom of Information Act, could you please kindly answer the questions below.

Telephony System

- 1. What is your current telephony system?*
- 2. How many users of the telephony system?*
- 3. When is the contract up for renewal?*
- 4. If it isn't a VoIP system, will that be a consideration for the next contract cycle?*
- 5. The email address of the primary contact for this contract?*
- 6. Current annual spend?*

Mobile phone contracts

- 1. Who is your current mobile phone provider?*
- 2. How many mobile connections?*
- 3. When is the contract up for renewal?*
- 4. How long do you contract for (24 or 36 months)?*
- 5. The email address of the primary contact for this contract?*
- 6. Current annual spend?*

Crown Commercial Services frameworks

Do you procure through the Networks Services 2 framework? (RM3808 previously RM1045) Do you procure through the G-Cloud framework?"

The CMA's response

The CMA holds the information which falls within scope of your request and provides the below as a response.

Telephony System

1. What is your current telephony system?

Cloud based Skype for Business 2015.

2. How many users of the telephony system?

Approximately 1050.

3. When is the contract up for renewal?

May 2021.

4. If it isn't a VoIP system, will that be a consideration for the next contract cycle?

N/A.

5. The email address of the primary contact for this contract?

This contract is managed by Technology and Business Services, any emails relating to this or any future contracts are directed to commercial.team@cma.gov.uk

6. Current annual spend?

CMA's approximate annual spend on our telephony solution is £168,395.

Mobile phones

1. Who is your current mobile phone provider?

Vodafone Ltd.

2. How many mobile connections?

Approximately 1200.

3. When is the contract up for renewal?

May 2021.

4. How long do you contract for (24 or 36 months)?

24 months.

5. The email address of the primary contact for this contract?

This contract is managed by Technology and Business Services, any emails relating to this or any future contracts are directed to commercial.team@cma.gov.uk

6. Current annual spend?

CMA's approximate annual spend on mobile phones plans is £131,605.

Procurement Vehicles

1.1. Do you procure through the Networks Services 2 framework (RM3808, previous iteration was RM1045)?

The CMA has procured through RM3808 and previously RM1045 frameworks.

1.2. Do you procure through the G-Cloud framework?"

The CMA has procured through the G-Cloud framework.

Internal Review Process

If you do not accept the outcome of your request for information, you may seek an Internal Review of the CMA's decision by sending an email to internalreview@cma.gov.uk. If you do not seek an Internal Review within 40 calendar days of the date of the CMA's response to you the CMA will consider that you are happy with the CMA's response and will not be obliged to offer a review of your request outside this timeframe.

In requesting an Internal Review, please provide your reasons why you believe your request for information should be considered afresh by the CMA. Your reasons will assist the Reviewer in addressing your concerns about how your request was handled.

The CMA will deal with your request for a Review within 20 working days of receipt or, if this is not possible, advise you of a date by which the CMA expects to have completed the Review.

You are also entitled to complain to the Information Commissioner, but the Commissioner may ask you to complete the CMA's Internal Review process before taking on your complaint.

You can contact the Information Commissioner by visiting www.ico.org.uk/global/contact-us, or by email at casework@ico.org.uk

Yours sincerely,

Parth Malkan

Junior Technical Project Manager

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