



Ministry of Defence

Ministry of Defence
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United Kingdom

Ref: FOI2020/09012, FOI2020/08941,
FOI2020/08944, FOI2020/09118 and
FOI2020/09114

E-mail: ISS-SecretariatGpMbx@mod.gov.uk

Mr Terry Shepherd
terry.shepherd@classnetworks.com

27 April 2020

Dear Mr Shepherd,

Thank you for your email of 27 March 2020 to The Ministry of Defence Police (MDP), British Forces Post Office, Directorate of Children and Young People, Service Personnel and Veterans Agency and People, Pay and Pensions Agency requesting the following information:

"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. Approximate annual spend?*
- 5. If it isn't a VoIP system, will that be a consideration for the next contract cycle?*
- 6. The email address of the primary contact for this contract?*

Mobile phones

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

Procurement vehicles

- 1. Do you procure through the Networks Services 2 framework (RM3808, previous iteration was RM1045)?*
- 2. Do you procure through the G-Cloud framework?"*

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

The MDP, British Forces Post Office, Directorate of Children and Young People, Service Personnel and Veterans Agency and People, Pay and Pensions Agency are part of the Ministry of Defence

(MOD), therefore we have amalgamated the requests. 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. Please see below for information you have requested.

Telephone System

1. What is your current telephony system?

The core telephony system is via BT with Unify, Siemens and Nortel PABX in the distributed PABX estate. The VoIP service is Skype for Business.

2. How many users of the telephony system?

The Core system has circa 200,000 extensions. The VoIP system has circa 195,000 extensions.

3. When is the contract up for renewal?

The base contract completes in September 2020, with two one-year options available from September 2020.

4. Approximate annual spend?

Approximate annual spend is £45M.

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

Not applicable.

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

ISSDev-Net-GC-BusMgt-Grp@mod.gov.uk

Mobile Phones

1. Who is your current mobile phone provider?

The MOD uses EE via BT.

2. How many mobile connections?

The MOD has approx.. 55,000 mobile connections.

3. When is the contract up for renewal?

September 2020.

4. Approximate annual spend?

Approximate annual spend is £2.5M.

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

The current contract was initially for 5 years with two one-year options to extend.

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

ISSDev-Net-GC-BusMgt-Grp@mod.gov.uk

Procurement vehicles

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

The MOD procures through the PSN Framework.

2. *Do you procure through the G-Cloud framework?*

No.

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). 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,

Defence Digital Secretariat