

[REDACTED]
[REDACTED]

17 September 2020
Reference: F0004912

Dear [REDACTED],

Thank you for your request dated 20 August 2020, for the release of information held by the Civil Aviation Authority (CAA).

Your request and our response:

Can I please make a request under the Freedom of Information Act and I would like to request the following information about the organisation's Local Area Network (LAN) environment. You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible.

Please can you send me the organisation's Local Area Network (LAN) contract, which may include the following:

- . *Support and Maintenance- e.g. switches, router, software etc*
- . *Managed- If this includes services than just LAN.*

1. Contract Type: Managed or Maintenance.

Maintenance

2. Existing Supplier: Who is the current supplier?

Softcat

3. Annual Spend for each supplier: What is the annual average spending on the supplier above? If there is more than one supplier please split the annual averages spend for each supplier

£20k (for LAN maintenance)

4. *Number of Users: Please can you provide me with the number of users this contract covers. Approximate number of users will also be acceptable*

1100

5. *Number of Sites: The number of sites, where equipment is supported by each contract*

1

6. *Hardware Brand: What is the hardware brand of the LAN equipment?*

Cisco

7. *Contract Description: Please provide me with a brief description of the overall contract*

Breakfix hardware maintenance contract with mixed SLA (9x5 NBD to 24x7x4 engineer) with escalation to Cisco TAC

8. *Contract Duration: What is the duration of the contract is and can you please also include any extensions this may include.*

36 Months

9. *Contract Expiry Date: When does the contract expire?*

3 September 2023

10. *Contract Review Date: When will the organisation is planning to review the contract?*

3 March 2023

11. *Responsible Officer: Contact details including name, job title, contact number and email address?*

ISD Business Support Team, isdcontracts@caa.co.uk

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

 [@caa.co.uk](mailto: @caa.co.uk)

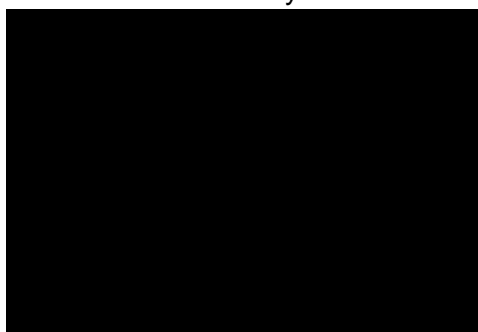
The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set out in the attachment. A request for an internal review should be submitted within 40 working days of the date of this letter.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
SK9 5AF
<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.

Yours sincerely



Information Rights Officer

CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.