

[REDACTED]  
[REDACTED]  
18 September 2020  
Reference: F0004939

Dear [REDACTED]

Thank you for your request dated 9 September 2020, for the release of information held by the Civil Aviation Authority (CAA).

Your request and our response:

*I want to make a Freedom of Information request, could you please send me the following information with regards to the organisation's Mobile Phones contract. 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 for the following information:*

*If there is more than one provider please split all the information including the annual average spend, number of connection, duration, contract dates and internal contact details.*

1. *Network Provider(s) - Please provide me with the network provider name e.g. EE, Telefonica, Vodafone, Three*

Vodafone.

2. *Annual Average Spend for each Network Provider - Can you please provide me with the average annual spend over the last 3 years. If this is a new contract can you please provide the estimated annual spend.*

Est £74,220.

3. *Number of Connections- Number of connections for each network provider. (number of voice only devices, voice and data devices, data only devices) please provide me with the breakdown and not the overall total.*

949 connections; 799 voice and data, and 150 data only.

4. *Duration of the contract- please state if the contract also includes contract extensions for each provider.*

24 month initial term with optional 12 month extension.

5. *Contract Start Date- please can you provide me with the start date of the signed agreement. Please do not provide me with the framework contract date I require the contract dates of the signed agreement. (if there are multiple start dates, could you please provide me with the earliest date for each provider)*

9 July 2018.

6. *Contract Expiry Date- please can you provide me with the expiry date of the signed agreement. Please do not provide me with the framework contract date I require the contract dates of the signed agreement. If the contract is rolling please state.*

The initial expiry date is 9 July 2020 and is now operating on a rolling month by month basis.

7. *Contract Review Date- Please can you provide me with a date when the organisation plans to review this contract.*

We are currently in the process of renewal for a further 12 months.

8. *The person in 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 for each network provider? If full contact details cannot be provided please send me their actual job title.*

This is a team managed service for the business, the team can be contacted at [Procurement@caa.co.uk](mailto:Procurement@caa.co.uk).

9. *If the mobile phone contract is provided by a managed contract please provide me with the actual name of the network provider along with the number of connections and the internal contact from within the organisation responsible for this contract.*

See above.

*Please can you provide me with the latest information- If the organisations are currently out to tender please can you also state the approx. date of the award along with the information above.*

Not applicable.

*Also if the contract in the response has expired/rolling please can you provide me with further information if available of the organisation's plans going forward with regards to mobiles and the current status?*

Not applicable.

*If this contract was awarded within the past three months can you please provide me with a shortlist of suppliers that bid on the contract?*

Not applicable.

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

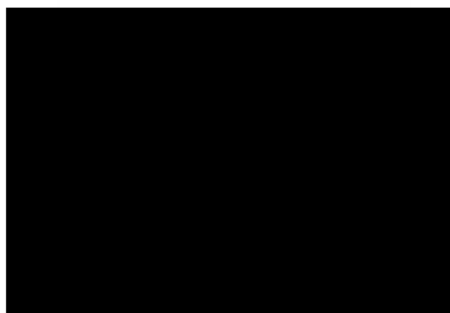
The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set out in the attachment. A request for an internal review should be submitted within 40 working days of the date of this letter.

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.