

8 April 2014
FOIA reference: F0001875

Dear XXXX

I am writing in respect of your recent request of 21 March 2014, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

“Please can you send me the following contract information with regards to the organisation’s telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support:

1. *Contract Type: Maintenance, Managed, Shared (If so please state orgs)*
2. *Existing Supplier: If there is more than one supplier please split each contract up individually.*
3. *Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider*
4. *Number of Users:*
5. *Hardware Brand: The primary hardware brand of the organisation’s telephone system.*
6. *Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.*
7. *Telephone System Type: PBX, VOIP, Lync etc*
8. *Contract Duration: please include any extension periods.*
9. *Contract Expiry Date: Please provide me with the day/month/year.*
10. *Contract Review Date: Please provide me with the day/month/year.*

Civil Aviation Authority

11. *Contract Description: Please provide me with a brief description of the overall service provided under this contract.*
12. *Contact Detail: Of the person from with the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.*
13. *If the service support area has more than one provider for telephone maintenance then can you please split each contract up individually for each provider”.*

Our response:

In assessing your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are pleased to be able to provide the information below.

1. Support & Maintenance Contract
2. Getronics Unified Communications (UK) Ltd
3. Six locations £41,500 with one provider – average £39,200
4. 1,000
5. Philips SOPHO
6. Contact Centre, Voice mail, Management Console.
7. PBX
8. 12 months
9. 31/03/2014 (Just renewed for a further 12 months).
10. This is a rolling contract
11. Support & Maintenance of all components and cards. Cover is basic gold 09.00-17.00 Monday - Friday
12. Mr Steve Lay
Telecoms & Environment Manager
Civil Aviation Authority
Aviation House
Gatwick Airport
West Sussex
RH6 0YR
01293 573442

steve.lay@caa.co.uk
13. Getronics Unified Communications (UK) Ltd is the sole provider for the CAA's telephone maintenance.

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:-

Mark Stevens
External Response Manager
Civil Aviation Authority
Aviation House
Gatwick Airport South
West Sussex
RH6 0YR

mark.stevens@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 in the attachment.

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

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk/complaints.aspx

Should you wish to make further Freedom of Information requests, please use the e-form at <http://www.caa.co.uk/foi>.

Yours sincerely

Rick Chatfield
Information Rights and Enquiries 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.