

[REDACTED]
[REDACTED]

22 May 2017
Reference: F0003173

Dear [REDACTED]

I am writing in respect of your recent request of 24 April 2017, for the release of information held by the Civil Aviation Authority (CAA). Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA).

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)**
Support & Maintenance contract
2. **Existing supplier: If there is more than one supplier please split each contract up individually.**
Getronics Unified Communications (UK) Ltd
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**
£41,000 per annum, average over the past 3 years £42,500
4. **Number of Users:**
1,000
5. **Hardware Brand: The primary hardware brand of the organisation's telephone system.**
Philips SOPHO iS3000 series and SV9100 - iSPBX
6. **Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.**
Contact Centre Professional, MyMail@Net, MA4000 Management Console & Supervisor 60e Switchboards
7. **Telephone System Type: PBX, VOIP, Lync etc**
iS3000 (PBX) and SV9100 (IPPBX)

8. **Contract Duration: please include any extension periods.**
12 months rolling contract
9. **Contract Expiry Date: Please provide me with the day/month/year**
31/03/2018
10. **Contract Review Date: Please provide me with the day/month/year.**
This is a rolling contract
11. **Contract Description: Please provide me with a brief description of the overall service provided under this contract.**
The Support and Maintenance contract covers all equipment, components and cards associated with the PBX. The cover is basic gold 09.00-17.00 Monday to Friday
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.**
Steve Lay, Telecoms & Environment Project Manager, Civil Aviation Authority, Aviation House, Gatwick Airport, West Sussex, RH6 0YR, 01293573442, steve.lay@caa.co.uk

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.

Getronics Unified Communications (UK) Ltd is the sole provider for CAA's telephone Maintenance and Support.

If the contract is a managed service or is a contract that provides more than just telephone maintenance please can you send me all of the information specified above including the person from with the organisation responsible for that particular contract.

Not applicable

If the maintenance for telephone systems is maintained in-house please can you provide me with:

1. **Number of Users:**
1,000
2. **Hardware Brand: The primary hardware brand of the organisation's telephone system.**
iS3000 and SV9100
3. **Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.**
Contact Centre Professional, MyMail@Net, MA4000 Management Console & Supervisor 60e Switchboards
4. **Contact Detail: Of the person from with the organisation responsible for telephone maintenance full Contact details including full name, job title, direct contact number and direct email address.**
Steve Lay, Telecoms & Environment Project Manager, Civil Aviation Authority, Aviation House, Gatwick Airport, West Sussex, RH6 0YR, 01293573442, steve.lay@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:-

Caroline Chalk
Head of External Information Services
Civil Aviation Authority
Aviation House
Gatwick Airport South
Gatwick
RH6 0YR

caroline.chalk@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 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



Rihanne Stephen
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.