



## Freedom of Information Request FOI 24 06

### Telephone Maintenance Contract Information

#### Query and Response:

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)?  
**DWFRS has a maintenance and support contract.**
2. Existing Supplier: If there is more than one supplier please split each contract up individually.  
**Our existing supplier is CAE Technology Services 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.  
**DWFRS cannot provide spending prior to July 2023 as prior to this date our maintenance was completed in-house.**  
**Our current contract annual average spend is £9,474.64 which is for maintenance and support.**
4. Hardware Brand: The primary hardware brand of the organisation's telephone system.  
**Cisco Unified Call Manager (CUCM)**
5. Number of telephone users:  
**Up to 1000 (from 1000 available DDI extensions)**
6. Contract Duration: please include any extension periods.  
**3 years with the option to extend for a further 4 years**
7. Contract Expiry Date: Please provide me with the day/month/year.  
**16<sup>th</sup> Feb 2030 with the extensions**
8. Contract Review Date: Please provide me with the day/month/year.  
**15<sup>th</sup> December 2025 for extension implementation**
9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.  
**We can confirm we do hold this information, however under the terms of the Freedom of Information Act, a request for information can be refused where one or more exemptions listed in the Act apply. In this case we are claiming the following exemption in relation to the release of the name of our application running systems:**

#### **Section 24**

**Section 24 (2) of the Freedom of Information Act states information can be withheld if it is required for the purpose of safeguarding national security. Section 24 is a qualified exemption, which means that it is subject to a public interest test.**



**We acknowledge the public interest in openness and transparency, but we consider that there is also a public interest in the Service protecting national security. The public interest in favour of disclosing would show our transparency and how public money is spent.**

**However disclosing telephony applications could put DWFRS at a much greater risk of cyber-attacks. Providing details of what software and versions can potentially provide cyber criminals with enough detail for targeted attacks on vulnerabilities or weaknesses. Releasing this information could cause DWFRS phone network to be compromised and this could jeopardise our ability to communicate with internal staff, partner organisations as well as the general public and therefore the UK's national security. We have therefore concluded that this exemption applies and that non-disclosure serves the public interest better than release in this instance.**

10. Telephone System Type: PBX, VOIP, Lync etc  
**VOIP and Microsoft Teams**
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.  
**Cisco Collaboration Flex Licensing  
Maintenance and Support for Cisco Unified Call Manager Solution, and  
Audio Code SBCs  
Cisco Deskphone and ATA maintenance and support**
12. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.  
**Procurement method: Mini Competition exercise using Crown  
Commercial Services Network Services 2 Framework RM3808 Lot 5 (IP  
telephony services)  
Procurement reference: DWFRS 2022/018**
13. 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.  
**Fiona Kiernan-Tatem, Head of ICT - [fiona.kiernan-tatem@dwfire.org.uk](mailto:fiona.kiernan-tatem@dwfire.org.uk)  
These contact details are not to be used for the purposes of direct marketing, as per the UK GDPR Article 21, which affords individuals the right to object to such marketing.**

**Please note, all DWFRS procurement is carried out in accordance with the Public Sector procurement procedures through authorised frameworks and any contact with suppliers is made through this route via PIN notices and subsequent tender requests.**



14. 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.

**N/A**

15. 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.

**N/A**

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

1. Number of telephone Users:

**N/A**

2. Hardware Brand: The primary hardware brand of the organisation's telephone system.

**N/A**

3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.

**N/A**

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.

**N/A**

Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.

**N/A**

If this is a new contract or a new supplier please can you provide me with a short list of suppliers that bid on this service/support contract?

**N/A**

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**Information/Detail accurate on the date provided: 06, February 2024**