



Freedom of Information Act Request

Ref: FOI 20-21 15

Date issued: 21 September 2020

Subject: Telephony and mobile systems

Question(s):

1. What is your current telephony system?
2. How many users of the telephony system?
3. When is the contract up for renewal?
4. If it isn't a VoIP system, will that be a consideration for the next contract cycle?
5. The name and email address of the primary contact for this contract?
6. Current annual spend?
7. Who is your current mobile phone provider?
8. How many mobile connections?
9. When is the contract up for renewal?
10. How long do you contract for (24 or 36 months)?
11. The name and email address of the primary contact for this contract?
12. Do you procure through the Networks Services 2 framework? (RM3808 previously RM1045). Do you procure through the G-Cloud framework?

Response:

1. Skype
2. 115 (as of April 2020)
3. The information that you have requested is not held by the GLAA. The telephone system is provided by the Home Office, through a managed service.
4. It is a VoIP system
5. The information that you have requested is not held by the GLAA. The telephone system is provided by the Home Office, through a managed service.
6. The information that you have requested is not held by the GLAA. The telephone system is provided by the Home Office, through a managed service.
7. Vodafone
8. 115
9. The information that you have requested is not held by the GLAA. The telephone system is provided by the Home Office, through a managed service.

10. The information that you have requested is not held by the GLAA. The telephone system is provided by the Home Office, through a managed service.

11. The information that you have requested is not held by the GLAA. The telephone system is provided by the Home Office, through a managed service.

12. Approx. £30,000

13. RM3808.