

[REDACTED]

Date: 17 September 2024
Reference: F0006998

Dear [REDACTED]

Thank you for your request of 11 September 2024, for the release of information held by the Civil Aviation Authority (CAA). For reference your original enquiry was as follows:

Please send me the following information with regards to the organisation's Mobile Phones contract.

If there is more than one provider, please split all the information including the annual average spend, number of connections, 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*
- 2. Annual Average Spend for each Network Provider - If this is a new contract, can you please provide the estimated annual spend.*
- 3. Number of Connections- Number of connections for each network provider. (Number of voices only devices, voice and data devices, data only devices) please provide me with the breakdown and not the overall total.*
- 4. Duration of the contract- please state if the contract also includes contract extensions for each provider.*
- 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)*
- 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.*
- 7. Contract Review Date- Please can you provide me with a date when the organisation plans to review this contract.*

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.*

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.*

10. *Is this contract part of an aggregation exercise? 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.*

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 contract status?

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?

Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA). I can confirm that the CAA holds information within scope of the above request; if I may I shall each of your points in turn:

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

The CAA's supplier is Daisy Corporate Services Trading Limited who provide a fully managed service via predominately O2 (although able to use other UK networks if coverage is limited).

2. *Annual Average Spend for each Network Provider - If this is a new contract, can you please provide the estimated annual spend.*

£220k - £250k (fixed cost rental, variable charges).

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

-Total number of connections: 1036 all on 02

-Voice Only Tariff: 0 (Please note we do not have a voice only tariff and would just apply the GPRS bar to not allow any data usage) – for which there are no GPRS bars applied.

-Voice and Data: 1034

-Data Only: 2

-7 numbers are admin barred

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

36 month contract (no extensions)

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).*

26 August 2024

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.

Quarter 3 2027

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

Quarter 3 2026

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.

The information you are requesting, namely contact details of a specific individual, is exempt by way of section 40(2) of Freedom of Information Act since disclosure of this information would breach current data protection legislation.

The individual(s) concerned has not consented to their personal data being disclosed. The management of the contracts, however, falls within the remit of our procurement team, I can provide contact details for the team in general:

Email: procurement@caa.co.uk.

Website: How and what we buy | Civil Aviation Authority (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 answer to question one.

10. Is this contract part of an aggregation exercise? 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.

The contract is not part of an aggregated exercise.

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 contract status? 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?

Direct award using CCS Framework RM3808.

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:-

FOI.Requests@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 below. 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 FOI - Freedom of Information (caa.co.uk).

Yours sincerely

Communications & Engagement Team
Information Rights Specialist
Civil Aviation Authority



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At the CAA we respect agile working so, while it suits me to send this now, I do not expect a response or action outside of your own working hours.

Please consider our environment. Think before printing.

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.