



Our Reference:

BY EMAIL ONLY

17 February 2015

Dear

Request for Information

Thank you for your email of 9 February 2015 requesting information on Telephone Maintenance contracts at the Homes and Communities Agency (HCA). For ease of reference we have answered each of your questions in turn, below:

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)

The HCA has recently completed its migration to Microsoft Lync 2013. This is managed internally.

2. Existing Supplier: If there is more than one supplier please split each contract up individually.

The Current contract is with Dolphin Communications, which elapses in April 2015. This will not be renewed due to the migration to Microsoft Lync 2013, as referenced in response to Question 1.

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

This is approximately £42,000 per annum. This will not apply after April 2015 due to Microsoft Lync 2013 now being used and managed internally.

4. Number of Users:

There are 955 users.

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

This was formerly HiPath DXR's, however this is now HP Servers and Sonus Gateways.

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

The HCA has no applications running on PBX/VOIP systems.

7. Telephone System Type: PBX, VOIP, Lync etc

The HCA uses Microsoft Lync 2013.

8. Contract Duration: please include any extension periods.

Microsoft Lync 2013 is provided by our current hardware supplier and is on a yearly contract.

9. Contract Expiry Date: Please provide me with the day/month/year.

The contract expiry date is 1 October 2015.

10. Contract Review Date: Please provide me with the day/month/year.

The contract review date is 1 September 2015.

11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.

The service is for a 4 hour response / 4 hour fix of server hardware.

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.

Tina Hughes, Head of IT Service Delivery, telephone number 01914977594 and email address tina.hughes@hca.gsi.gov.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.

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.

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

1. Number of Users:

The Number of users is 955

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

This was formerly HiPath DXR's, however this is now HP Servers and Sonus Gateways.

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

There are no applications running on PBX/VOIP systems.

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.

Tina Hughes, Head of IT Service Delivery, telephone number 01914977594 and email address tina.hughes@hca.gsi.gov.uk.

If you have any questions regarding this response or any further queries you can contact us at the following addresses and quote your unique reference number found at the top of this letter:

Email: mail@homesandcommunities.co.uk

Mail: Information Access Officer
Homes and Communities Agency
Fry Building
2 Marsham Street
London
SW1P 4DF

If you are unhappy with the way Homes and Communities Agency has handled your request you may ask for an internal review. You should contact

Head of Legal Services
Homes and Communities Agency
Fry Building
2 Marsham Street
London
SW1P 4DF

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at

Information Commissioner's Office

Homes and Communities Agency
Fry Building, 2 Marsham Street, London, SW1P 4DF

0300 1234 500
homesandcommunities.co.uk

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely

Naomi McMaster
Information Access Officer
Homes and Communities Agency