



Our Reference:

BY EMAIL ONLY

Dear

**Request for Information**

Thank you for your email dated 20 October 2016 requesting information on the Homes and Communities Agency's telecoms and network services. For ease of reference we have answered each of your questions below:

**Contract 1**

**1. Current Fixed Line (Voice Circuits) Provider- Supplier's name, if there is not information available please can you provide further insight into why?**

HCA currently has 8 analogue lines, for services such as franking machines, security cameras and fax (from BT), therefore we have no circuits designated for "voice" services.

**2. Fixed Line- Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers**

Not applicable – please see the response to question 1.

**3. Fixed Line- Contract Duration- the number of years the contract is for each**

Not applicable – please see the response to question 1.

**4. Type of Lines- Please can you split the type of lines per each supplier? PTSN, Analogue, SIP**

Not applicable – please see the response to question 1.

**5. Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines**

Not applicable – please see the response to question 1.

## Contract 2

**6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is not information available please can you provide further insight into why?**

Pure IP Limited, 5th Floor, 89 Albert Embankment, London SE1 7TP

**7. Minutes/Landline Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract.**

This is a monthly rolling contract.

**8. Minutes Landline Monthly Spend- Monthly average spend. An estimate or average is acceptable.**

The monthly spend on this service is an average of £4000.

**9. Minute's Landlines Contract Duration: the number of years the contract is with the supplier.**

This rolling contract has been in place for 3 years.

**10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.**

The HCA currently has 2000 extensions.

## Contract 3

**11. Fixed Broadband Provider- Supplier's name if there is not information available please can you provide further insight into why?**

The HCA's broadband service is provided by Virgin Media under "Contract 4".

**12. Fixed Broadband Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers**

Not applicable – please see the response to question 11.

**13. Fixed Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.**

Not applicable – please see the response to question 11.

**14. VOIP/PBX Installation Date of the organisation's primary telephone system: - please provide day, month and year (month and year is also acceptable).**

SIP telephony Gateway installed November 2013.

**Contract 4**

**15. WAN Provider- please provide me with the main supplier(s) if there is not information available please can you provide further insight into why?**

This service is currently provided by Virgin Media.

**16. WAN Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers**

The contract renewal date is March 2019.

**17. Contract Description: Please can you provide me with a brief description of the contract**

This contract is for Wide Area Network Connectivity Data Only and Broadband services.

**18. Number of sites: Pleas state the number of sites the WAN covers. Approx. will do.**

This contract covers 12 sites.

**19. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.**

The annual spend for this service is approximately £235,000

**18. Internal Contact: please can you send me there full contact details including contact number and email and job title.**

Justin Hannan IT Operations Manager – [Justin.Hannan@hca.gsi.gov.uk](mailto:Justin.Hannan@hca.gsi.gov.uk)

**If your organisation has a managed services contract which includes all or two out of three of the services stated above please state which of these is included with the contract. It would also be for me to if there are any other service support areas that are included within these contracts.**

**Managed Service Contract**

- **Number of Extensions**
- **Type of Lines**
- **Number of Lines**
- **Minutes Landline Monthly Average Spend**

- **Fixed Broadband Average Annual Spend**
- **WAN Average Annual Spend**
- **Internal Contact: please can you send me there full contact details including contact number and email and job title.**

Not applicable.

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](mailto: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  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Online: <https://ico.org.uk/concerns/getting/>

Yours sincerely

Naomi McMaster  
Information Access Officer  
Homes and Communities Agency

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

0300 1234 500  
[homesandcommunities.co.uk](http://homesandcommunities.co.uk)

