



Homes  
England

Date: 06/05/2020

Our Ref: RFI2976

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

Making homes happen

██████████  
By Email Only

Windsor House  
Homes England – 6<sup>th</sup> Floor  
50 Victoria Street  
London  
SW1H 0TL

Dear ██████████,

**RE: Request for Information – RFI2976**

Thank you for your recent email, which was processed under the Freedom of Information Act 2000 (FOIA). For clarification, you requested the following information:

*I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telephone maintenance contract.*

*The contract information sent by the organisation previously has now expired please can you provide me with a new update of the telephone maintenance contract:*

*Please can you send me the following contract information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support if all the information is still the same besides the contracts dates please send just the new contract dates it would be much appreciated.*

1. *Contract Type: Maintenance, Managed, Shared (If so please state orgs)*
2. *Existing Supplier: If there is more than one supplier please split each contract up individually.*
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*
4. *Hardware Brand: The primary hardware brand of the organisation's telephone system.*
5. *Number of telephone users:*
6. *Contract Duration: please include any extension periods.*
7. *Contract Expiry Date: Please provide me with the day/month/year.*
8. *Contract Review Date: Please provide me with the day/month/year.*
9. *Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.*
10. *Telephone System Type: PBX, VOIP, Lync etc*
11. *Contract Description: Please provide me with a brief description of the overall service provided under this contract.*
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.*

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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.  
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 telephone Users:*
2. *Hardware Brand: The primary hardware brand of the organisation’s telephone system.*
3. *Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.*
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.*

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

**Response**

We can confirm that we do hold the requested information. We will address each of your points in turn.

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

Maintenance and Manged

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

Contract:	Supplier:
SBC (Session Border Controller) Appliances	Ribbon Communications
SIP (Session Initiation Protocol)	PureIP
Skype for Business/Office 365	Phoenix

**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**

Contract:	Annual Average Spend: (approximate figures)	Average spend over past 3 years: (approximate figures)
SBC Appliances	£6,000	£18,000
SIP	£25,000	£75,000
Skype/Office 365	Skype and Teams licences are included within our larger Office 365 and Microsoft Enterprise agreements.	



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

Our system is software based only using Skype for Business and Microsoft Teams

**5. Number of telephone users:**

Approximately 1,200

**6. Contract Duration: please include any extension periods.**

Contract:	Duration:	Extension Period:
SBC Appliances - Ribbon Communications	12 Months	These contracts do not have extension periods built in as they are typically renewed via framework tender yearly or three-yearly depending on the original contact term.
SIP – PureIP	12 Months	
Skype/Office 365 – Phoenix	36 Months	

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

Contract:	Expiry Date:
SBC Appliances - Ribbon Communications	January 2021
SIP - PureIP	March 2021
Skype/Office 365 - Phoenix	March 2023

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

Each to be reviewed 1-2 months prior to expiry/renewal date.

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

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**10. Telephone System Type: PBX, VOIP, Lync etc**

Skype for Business and Microsoft Teams

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

In-house managed telephony service with software maintenance and support for hardware appliances and software licences.



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Email: [infogov@homesengland.gov.uk](mailto:infogov@homesengland.gov.uk)

- 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.**

Homes England procured these services through the Crown Commercial Service Framework:

<https://www.crowncommercial.gov.uk/>.

The framework reference numbers are: RM3808, RM3733

- 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.**

***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.***

#### Section 40 – Personal information

We are withholding information on the grounds that it constitutes third party personal data and therefore engages section 40(2) of the FOIA.

To disclose personal data, such as names, contact details, addresses, email addresses and personal opinions could lead to the identification of third parties and would breach one or more of the data protection principles.

Section 40 is an absolute exemption which means that we do not need to consider the public interest in disclosure. Once it is established that the information is personal data of a third party and release would breach one or more of the data protection principles, then the exemption is engaged.

The full text in the legislation can be found on the following link;

<https://www.legislation.gov.uk/ukpga/2000/36/section/40>

The responsible team within Homes England is the Digital Services team. Enquires can be made via:

[enquiries@homesengland.gov.uk](mailto:enquiries@homesengland.gov.uk) or 0300 1234 500.

The remaining questions in your request are not applicable or have been addressed in the questions above.

#### **Right to Appeal**

If you are not happy with the information that has been provided or the way in which your request has been handled you may request an internal review by writing to;

The Information Governance Team  
Homes England – 6<sup>th</sup> Floor  
Windsor House  
50 Victoria Street  
London  
SW1H 0TL



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Or by email to [infogov@homesengland.gov.uk](mailto:infogov@homesengland.gov.uk)

You may also complain to the Information Commissioner however, the Information Commissioner does usually expect the internal review procedure to be exhausted in the first instance.

The Information Commissioner's details can be found via the following link

<https://ico.org.uk/>

Please note that the contents of your request and this response are also subject to the Freedom of Information Act 2000. Homes England may be required to disclose your request and our response accordingly.

Yours sincerely,

**The Information Governance Team**

For Homes England

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