



Date: 19 October 2020

Our Ref: RFI3140

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

██████████
By Email Only

Windsor House
Homes England – 6th Floor
50 Victoria Street
London
SW1H 0TL

Dear ██████████

RE: Request for Information – RFI3140

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

Telephony System

1. *What is your current telephony system?*
2. *How many users of the telephony system?*
3. *When is the contract up for renewal?*
4. *Are you considering or interested in Microsoft Teams Voice (Direct Routing)?*
5. *The name (separately) and email address of the primary contact for this contract?*
6. *Current annual spend?*

Mobile phone contracts

1. *Who is your current mobile phone provider?*
2. *How many mobile connections?*
3. *When is the contract up for renewal?*
4. *How long do you contract for (24 or 36 months)?*
5. *The name (separately) and email address of the primary contact for this contract?*
6. *Current annual spend?*

Crown Commercial Services frameworks

*Do you procure through the Networks Services 2 framework? (RM3808 previously RM1045)
If not, how do you procure mobiles and telecommunication services/solutions?*

Response

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

Telephony System

1. ***What is your current telephony system?***
We use a hybrid of both Skype for Business and Microsoft Teams.
2. ***How many users of the telephony system?***
Approximately 1,200



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3. When is the contract up for renewal?

March 2021

4. Are you considering or interested in Microsoft Teams Voice (Direct Routing)?

Homes England already use MS Teams and Direct Routing

5. The name (separately) and email address of the primary contact for this contract?

We are able to inform you that we do hold the information that you have requested. However, we rely on Section 40 (2) of the FOIA to withhold the information from disclosure.

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>

Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. To comply with this duty we are able to advise that correspondence regarding this contract can be directed to our central enquiries team: enquiries@homesengland.gov.uk or 0300 1234 500.

6. Current annual spend?

£30,000

Mobile phone contracts

1. Who is your current mobile phone provider?

EE

2. How many mobile connections?

1473

3. When is the contract up for renewal?

July 2021

4. How long do you contract for (24 or 36 months)?

36 months



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5. *The name (separately) and email address of the primary contact for this contract?*

Section 40 – Personal information

We are able to inform you that we do hold the information that you have requested. However, we rely on Section 40 (2) of the FOIA to withhold the information from disclosure.

Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. To comply with this duty we are able to advise that correspondence regarding this contract can be directed to our central enquiries team: enquiries@homesengland.gov.uk or 0300 1234 500.

6. *Current annual spend?*

£120,000

- ***Crown Commercial Services frameworks***
- ***Do you procure through the Networks Services 2 framework? (RM3808 previously RM1045)***

We can confirm that Homes England do procure through this framework.

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 – 6th Floor
Windsor House
50 Victoria Street
London
SW1H 0TL

Or by email to 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