



Homes
England

Date: 31 August 2021

Our Ref: RFI3584

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

Making homes happen

By Email Only

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

Dear [REDACTED]

RE: Request for Information – RFI3584

Thank you for your request for information which was processed in accordance with the Freedom of Information Act 2000 (FOIA).

You requested the following information:

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.*
 13. *Contact Detail: Of the person from within 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.*

OFFICIAL



Date: 31 August 2021

Our Ref: RFI3584

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

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 within 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 some information that falls within the scope of your request, we will address each of your points in turn below.

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

Homes England's current contract type is Microsoft Unified Support.

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

Homes England's supplier is Microsoft.

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

The annual average spend is approximately £85,000.00.

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

The hardware brand is Microsoft.

5. Number of telephone users:

The number of telephone users is 1300.

6. Contract Duration: please include any extension periods.

The contract duration is for a period of 12 months.

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

The contract expiry date is July 2022.

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

The contract review date is June 2022.



Date: 31 August 2021

Our Ref: RFI3584

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

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

The applications running are Skype for Business and Microsoft Teams.

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

The telephone system is VOIP.

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

The contract description consists of a unified support contract for all Microsoft products and services.

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.

The service was procured via the Government Framework.

13. Contact Detail: Of the person from within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

The contact for this contract is Homes England's Infrastructure Operations Manager, who can be reached by email to enquiries@homesengland.gov.uk.

We can confirm that the remaining points within your request are not applicable and therefore no further recorded information is held by Homes England.

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. You can request an internal review by writing to Homes England via the details below, quoting the reference number at the top of this letter.

Email: infogov@homesengland.gov.uk

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

Your request for review must be made in writing, explain why you wish to appeal, and be received within 40 working days of the date of this response. Failure to meet this criteria may lead to your request being refused.

Upon receipt, your request for review will be passed to an independent party not involved in your original request. We aim to issue a response within 20 working days.

You may also complain to the Information Commissioner's Office (ICO) however, the Information Commissioner does usually expect the internal review procedure to be exhausted in the first instance.



Homes
England

Making homes happen

Date: 31 August 2021

Our Ref: RFI3584

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

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

OFFICIAL