



Homes
England

Date: 8 November 2022

Our Ref: RFI4066

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 – RFI4066

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 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 spends 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.*

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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.

If the contract is a managed service or is a contract that provides more than just telephone maintenance, please can you send me all 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 of the requested information. We will address each of your questions in turn.

1. **Contract Type: Maintenance, Managed, shared (If so, please state orgs)**
SIP Trunks contract, supplied to Homes England by an External supplier
2. **Existing Supplier: If there is more than one supplier, please split each contract up individually.**
The existing supplier is PureIP
3. **Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider**
£30,000 per annum
4. **Hardware Brand: The primary hardware brand of the organisation's telephone system.**
Not applicable as hardware is not provided as the contract is for SIP Trunks
5. **Number of telephone users:**
1500



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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.**
The contract is a rolling contract with no expiry or review 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.
Microsoft Teams
10. **Telephone System Type: PBX, VOIP, Lync etc**
VOIP
11. **Contract Description: Please provide me with a brief description of the overall service provided under this contract.**
SIP Trunk number provisioning
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 contract was procured through the Crown Commercial Framework. The framework reference number is RM6068.
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.**
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, and email addresses 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 confirm that any queries or enquiries regarding this contract can be directed to our general enquiries team via: enquiries@homesengland.gov.uk or 0300 1234 500.



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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.

This is not applicable

If the contract is a managed service or is a contract that provides more than just telephone maintenance, please can you send me all the information specified above including the person from within the organisation responsible for that particular contract.

This is not applicable

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

We can confirm that the maintenance is managed in house

1. Number of telephone Users:

1500

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

MS Teams

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

MS Teams

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.

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. Any queries or enquiries regarding this contract can be directed to our general enquiries team via: enquiries@homesengland.gov.uk or 0300 1234 500.

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?

This is not applicable

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

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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.

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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