



Date: 8 March 2023

Our Ref: RFI4177

Tel: 0300 1234 500

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

By Email Only

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

Dear [REDACTED]

**RE: Request for Information – RFI4177**

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:

*I wish to submit to the organisation a freedom of information request relating to the organisation's ICT contracts, specifically around:*

- *contact centre contract(s)*
- *inbound network services contract (s)*

*The first part of my request relates to contact centre service contracts which could relate to one of the following:*

1. *Advanced call distribution to control the flow of calls and maximise customer experience*
2. *Email, website live chat and integrations with popular social media apps like Facebook and Instagram*
3. *Performance monitoring tools to track performance, customer satisfaction and other key sales metrics*

*This could be part of a whole package or separate service applications.*

*Please send me the following information for each provider:*

1. *Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.*
2. *Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier*
3. *Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.*
4. *Contract Expiry: For each supplier, please state the date of when the contract expires.*
5. *Contract Review: For each supplier, please state the date of when the contract will be reviewed.*



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6. *Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.*
7. *Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. At the very least please provide me with their actual job title.*
8. *Number of Agents; please provide me with the total number of contact centre agents;*
9. *Number of Sites; please can you provide me with the number of sites the contact centre covers.*
10. *Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?*
11. *Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?*
12. *Number of email users: Approximate number of email users across the organisations.*

*The second part of my request relates to the use inbound network services contracts which could relate to one of the following:*

1. *0800, 0845, 0870, 0844, 0300 number*
2. *Routing of calls*
3. *Caller Identifier*
4. *Caller Profile- linking caller details with caller records*
5. *Interactive voice response (IVR)*

*For a contract relating to the above please can you provide me with?*

1. *Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.*
2. *Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier*
3. *Contract Expiry: For each supplier, please state the date of when the contract expires.*
4. *Contract Review: For each supplier, please state the date of when the contract will be reviewed.*
5. *Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.*
6. *Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.*

## **Response**

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

**1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.**

We can confirm that our suppliers are PureIP, Microsoft and Clobba.

**2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier**

We can confirm that the average annual spend for each supplier is as follows: PureIP £30,000; Microsoft £2,100,000; and Clobba £9,350.



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**3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.**

We can confirm that our contract for PureIP is on a rolling contract. Microsoft is on a 36 month contract and Clobba on a 12 month contract.

**4. Contract Expiry: For each supplier, please state the date of when the contract expires.**

As mentioned above, PureIP is on a rolling contract. The Microsoft contract will expire at the end of March 2023 and Clobba at the end of August 2023.

**5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.**

We can confirm that the contract with Pure IP will be reviewed periodically and both Microsoft and Clobba are currently being reviewed.

**6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**

The services provided for the contract are as follows; PureIP provide us SIP trunks and DDI's, Microsoft provide O365 D365 and Azure Services, Clobba is a Microsoft Teams add-on for contact centre features.

**7. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. At the very least please provide me with their actual job title.**

We can 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 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 advise that any correspondence you may have for the responsible person within the



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organisation can be directed to our general enquiries team ([enquiries@homesengland.gov.uk](mailto:enquiries@homesengland.gov.uk) / 0300 1234 500) for the attention of the Digital Infrastructure team.

**8. Number of Agents; please provide me with the total number of contact centre agents;**

We can confirm there are 100 contact centre agents.

**9. Number of Sites; please can you provide me with the number of sites the contact centre covers.**

We can confirm there are approximately 14+, however, please note that our personnel work in a hybrid model therefore the number of relevant sites to the three services is not geographically tied down.

**10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?**

MS Teams.

**11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?**

No. We can confirm that we use Exchange Online (365).

**12. Number of email users: Approximate number of email users across the organisations.**

There are approximately 1600 email users.

**The second part of my request relates to the use inbound network services contracts which could relate to one of the following:**

1. 0800, 0845, 0870, 0844, 0300 number
2. Routing of calls
3. Caller Identifier
4. Caller Profile- linking caller details with caller records
5. Interactive voice response (IVR)

**For a contract relating to the above please can you provide me with?**

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier
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5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.
6. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

We can confirm that we have already provided responses in questions 1 to 7 in the first section of your request. The specific supplier for the second section of your request is Clobba.



Homes  
England

Making homes happen

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### **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](mailto:infogov@homesengland.gov.uk)

The Information Governance Team  
Homes England – 6<sup>th</sup> 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.

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