



Homes
England

Date: 14 March 2023

Our Ref: RFI4238

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 ██████████

RE: Request for Information – RFI4238

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:

Connectivity and Network Services

- a. Who provides your WAN and internet connectivity and the annual spend on each*
- b. Who provides your SIP trunks and what is the annual spend*
- c. Who provides your WAN services, is this MPLS, SD WAN or Internet, and what is the annual spend*
- d. Who provides your LAN infrastructure and what is your annual spend*
- e. Who provides your WIFI infrastructure and what is your annual spend*
- f. Please confirm the manufacturer(s) of your wired network core and edge switching?*
- g. When was your core network installed?*
- h. Has it been updated subsequently?*
- i. Who maintains your core network?*
- j. When is the contract renewal date?*
- k. Please confirm value of the initial project?*
- l. Please confirm the value of annual support/maintenance services (in £)?*

Response

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

a. Who provides your WAN and internet connectivity and the annual spend on each

Daisy Communications and the annual spend was £90,000.

b. Who provides your SIP trunks and what is the annual spend

PureIP and the annual spend was £18,000.

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c. Who provides your WAN services, is this MPLS, SD WAN or Internet, and what is the annual spend

Meraki provides our WAN services which is SD WAN with an annual spend of £51,000.

d. Who provides your LAN infrastructure and what is your annual spend

Meraki also provides our LAN infrastructure which is included in the £51,000 above.

e. Who provides your WIFI infrastructure and what is your annual spend

Cisco/Meraki together provide our Wi-fi infrastructure and the annual spend is also included in the £51,000 above.

f. Please confirm the manufacturer(s) of your wired network core and edge switching?

Cisco is the manufacturer of our wired network for our Edge devices in our Data Centre.

g. When was your core network installed?

Our core network was installed in 2021.

h. Has it been updated subsequently?

We can confirm that our network has been updated.

i. Who maintains your core network?

We can confirm that we (Homes England) maintain our own core network.

j. When is the contract renewal date?

The contract is due to be reviewed and renewed in 2024.

k. Please confirm value of the initial project?

We can confirm that Homes England does not hold the information detailed in your request.

To conclude that the information is not held, we have searched with our Digital team who would have the requested information if held.

The FOIA does not oblige a public authority to create information to answer a request if the requested information is not held. The duty under section 1(1) is only to provide the recorded information held.

The full text of section 1 in the legislation can be found here:

<https://www.legislation.gov.uk/ukpga/2000/36/section/1>

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 this project was conducted in multiple stages, office to office and through our Data Centre therefore we do not hold a recorded value of the initial project.

l. Please confirm the value of annual support/maintenance services (in £)?

The value of support and maintenance services is included in the £35,000 for Cisco Edge Appliances, as well as within the Meraki £51,000 spent over a 3-year period.



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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

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.

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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