



Homes England

Date: 4 August 2023

Our Ref: RFI4412

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

[REDACTED]
By Email Only

Dear [REDACTED]

RE: Request for Information – RFI4412

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:

Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP etc)

- 1.Telephony/Voice Services Provider-** Please can you provide me with the name of the supplier for each contract.
- 2.Telephony/Voice Services - Contract Renewal Date-** please provide day, month and year (month and year are also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract. If there is more than one supplier, please split the renewal dates up into however many suppliers.
- 3.Telephony/Voice Services - Contract Duration-** the number of years the contract is for each provider, please also include any contract extensions.
- 4.Telephony/Voice Services - Type of Lines -** Please can you split the type of lines per each supplier?
PSTN, Analogue, SIP, ISDN, VOIP
- 5.Telephony/Voice Services Number of Lines / Channels / SIP Trunks-** Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN

Contract 2 - Incoming and Outgoing of call services.

- 6. Minutes/Landline Provider-** Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why?





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7. Minutes/Landline Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract.

8. Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable. If SIP services, please provide me with the cost of services per month.

9. Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.

10.Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

Contract 3 - The organisation's broadband provider.

11.Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why?

12.Broadband expiry I Date- please provide day, month, and year (month and year is also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract. If there is more than one supplier, please split the expiry dates up into however many suppliers

13.Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.

Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.

14. WAN Provider- please provide me with the main supplier(s) if there is no information available, please can you provide further insight into why?

15. WAN Contract expiry Date- please provide day, month, and year (month and year are also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract. If there is more than one supplier, please split the expiry dates up into however many suppliers.

16.Contract Description: Please can you provide me with a brief description for each contract

17.The number of sites: Please state the number of sites the WAN covers. Approx. will do.

18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.

19.For each WAN contract can you please provide me with information on how this was procured, especially around those procurement that used frameworks, please provide me with the framework reference.





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20. Internal Contact: please can you send me their full contact details including contact number and email and job title for all the contracts above.

Response

We can confirm that we do some of the requested information. We will answer your queries in turn below:

Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP etc)

1. Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.

We can confirm that the suppliers for Telephony and Voice Services are Microsoft and Pure-IP respectively.

2. Telephony/Voice Services - Contract Renewal Date- please provide day, month and year (month and year are also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract. If there is more than one supplier, please split the renewal dates up into however many suppliers.

We can confirm that Microsoft Teams and Pure-IP are both billed on a monthly basis.

3. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.

We can confirm that the contracts are on a rolling monthly basis with no fixed end-date.

4. Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP

We can confirm that the type of line used is SIP.

5. Telephony/Voice Services Number of Lines / Channels / SIP Trunks- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN

We can confirm that there are 60 SIP trunks.





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Contract 2 - Incoming and Outgoing of call services.

6.Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why?

7.Minutes/Landline Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract.

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 we do not use landlines at Homes England and therefore do not require a supplier to provide this service.

8.Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable. If SIP services, please provide me with the cost of services per month.

The average monthly spend of the SIP service is £1,750.00.





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9. Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.

10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

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:

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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, as we don't use landlines at Homes England, we don't need a provider for a landline service or any requirement for extensions.

Contract 3 - The organisation's broadband provider.

11. Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why?

We can confirm Daisy Communications are our broadband provider.

12. Broadband expiry | Date- please provide day, month, and year (month and year is also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract. If there is more than one supplier, please split the expiry dates up into however many suppliers:

We can confirm the broadband contract expires in May 2025.

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Windsor House
42 - 50 Victoria Street, Westminster
London, SW1H 0TL

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13. Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable. –

We can confirm the average annual spend is £90,000.00

Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.

14. WAN Provider- please provide me with the main supplier(s) if there is no information available, please can you provide further insight into why?

15. WAN Contract expiry Date- please provide day, month, and year (month and year are also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract. If there is more than one supplier, please split the expiry dates up into however many suppliers:

16. Contract Description: Please can you provide me with a brief description for each contract

17. The number of sites: Please state the number of sites the WAN covers. Approx. will do.

18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.

19. For each WAN contract can you please provide me with information on how this was procured, especially around those procurement that used frameworks, please provide me with the framework reference.

20. Internal Contact: please can you send me their full contact details including contact number and email and job title for all the contracts above.

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>

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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 we do not have a WAN provider. Instead of this we use an SDWAN service which is supplied by Cisco Meraki via our broadband. The SDWAN service covers 10 sites and the next contract renewal is due in December 2023.

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

Information Governance Team
Homes England
Windsor House
6th Floor
42-50 Victoria Street

London
SW1H 0TL
United Kingdom

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.

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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

