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Ref No: **FOI 24_581**

28th August 2024

Dear ,

Thank you for your email of 29th July 2024 which contained your request for information. The Government Legal Department ("GLD") have processed your request for information under the Freedom of Information Act 2000 ("the Act").

Request

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

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

VMO2 for mobiles
Telefonica Genysis for SIP Trunk landlines.

2. Telephony/Voice Services Spend – Please can you provide me with the annual spend

£90,000 pa for mobile
£110,000 for Landline services

3.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

Mobile services - 31/05/25
Landline Services 20/12/24

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

Mobile - 2yrs with the option to extend for 12months
Landline - 3 years fixed, no extension option.

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

SIP Trunk.

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

264 lines

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?

Telefonica Genysis

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.

Expiry Date: December 2024

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.

£8,500 per month

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

3 Years, expiring December 2024.

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

264 lines

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?

Colt Telecommunications

12.Broadband expiry l 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

November 2024 rolling 3 months.

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

£300,000 per annum

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

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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?

Colt Telecommunications

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

November 2024 rolling 3 months

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

Colt Telecommunications provide WAN connections for GLD.

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

6 Sites

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

£300,000

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.

Network services 3

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.

This information is withheld from disclosure in reliance on the exemption in section 40(2) of the FOIA. The personal information relates to individuals below Senior Civil Service level who do not work in public facing roles, and would have no expectation that their details would be published. Section 40(2) states that information is exempt from disclosure if it constitutes the personal data of a third party and its disclosure under the Act would breach any of the data protection principles of the Data Protection Act 2018 or UK GDPR. As such, disclosure of their personal information would contravene the Lawfulness, Fairness and Transparency principle of the UK GDPR.

Your Rights

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original correspondence. Please use the contact details provided at the top of this letter in order to request an internal review relating to your original request.

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ICO.org.uk

Yours sincerely,

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