



# Homes England

Date: 6 June 2024

Our Ref: RFI4744

Tel: 0300 1234 500

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

[REDACTED]  
By Email Only

Dear [REDACTED]

## **RE: Request for Information – RFI4744**

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:

### **What are the top 10 IT contracts by value?**

Please can you provide:

- **Contract name**
- **Brief description of what goods/services are provided under the contract**
- **Supplier**
- **Contract value**
- **Contract start date**
- **Original end date**
- **Detail of any agreed and enacted extension**
- **Current end date**

**Which, if any, of these contracts have gone through a dispute resolution process?**





# Homes England

Date: 6 June 2024

Our Ref: RFI4744

Tel: 0300 1234 500

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

## Response

We can confirm that we do hold the requested information. Please see **Annex A** attached to this email. We can further confirm that none of these contracts have gone through a dispute resolution process.

## 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)

Information Governance Team  
Homes England  
Windsor House  
6<sup>th</sup> 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.

The Information Commissioner's details can be found via the following link:

6<sup>th</sup> Floor  
Windsor House  
42 - 50 Victoria Street, Westminster  
London, SW1H 0TL

0300 1234 500  
@HomesEngland  
[www.gov.uk/homes-england](http://www.gov.uk/homes-england)





# Homes England

Date: 6 June 2024

Our Ref: RFI4744

Tel: 0300 1234 500

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

<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



Annex A - RFI4744

1	<b>Contract Name</b>	<b>Microsoft Enterprise Agreement</b>	<b>ServiceNow licensing and Support</b>	<b>ServiceNow support</b>	<b>ArcGIS Enterprise Agreement</b>	<b>MS Unified Support</b>	<b>Security Operations Centre</b>	<b>iChris</b>	<b>Oracle Maintenance and Support</b>	<b>Tanium</b>	<b>Site Connectivity</b>
2	<b>Brief Description of goods/services provided under contract</b>	Microsoft licensing and subscription	ServiceNow platform licensing and subscription	Development and Support for ServiceNow platform	ArcGIS and spatial enterprise licensing and subscriptions	Unified Support covering MS Products currently in use	Continuous monitoring and improvement of security posture	Human Resource licensing	Support and maintenance for Oracle	Endpoint device security	Site Connectivity services
3	<b>Supplier</b>	Phoenix Software Ltd	Phoenix Software Ltd	Unifii Ltd	ESRI UK	Microsoft	Risual Ltd	Frontier Software PLC	Oracle Corporation Limited	Softcat Ltd	Daisy Corporate Services Training Ltd
4	<b>contract value</b>	£4,900,000	£1,400,000	£326,000	£318,200	£221,284	£213,086	£176,096	£154,347	£116,127	£110,377
5	<b>Contract start date</b>	Apr-23	May-24	Nov-22	May-24	Mar-24	Dec-22	Apr-24	Apr-24	Jan-24	Jan-23
6	<b>Contract end date</b>	Apr-26	May-27	Nov-24	May-25	Mar-26	Dec-24	Apr-26	Apr-26	Jan-26	Jan-25
7	<b>Detail of agreed and enacted extension</b>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
8	<b>Current end date</b>	Apr-26	May-27	Nov-24	May-25	Mar-26	Dec-24	Apr-26	Apr-26	Jan-26	Jan-25
9	<b>Dispute resolution process</b>	-	-	-	-	-	-	-	-	-	-