

Annex

Request and response

Please see our response below as bullet points after each question

I would like to submit a new FOI request.

All or some of the information provided previously has expired, I require an update on the questions below.

See my request below:

Contract 1

1. Current Lines/Voice Services (Analogue, ISDN VOIP, SIP etc) Provider- Please can you provide me with the name of the supplier for the contract.

- None of this is applicable as FSA don't have any on-premise SIP, PSTN or ISDN lines. FSA purchase telephony as a managed service from Symity via RM1557iv through Crown Commercial Services. The service is fully cloud hosted Voice over IP provided as part of Microsoft 365 Enterprise Agreement and the current supplier of this contract is Phoenix Software Limited purchased through RM3733 Technology Products 2.

2. Fixed Line- 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

- N/A

3. Fixed Line- Contract Duration- the number of years the contract is for each provider

- N/A

4. Type of Lines- Please can you split the type of lines per each supplier? PSTN, Analogue, SIP

- N/A

5. Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines

- 0

Contract 2

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

- Exponential-E Ltd.

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.

- Q3 2021 (with one further extension shown in question 10 to be added taking it to Q3 2022)

8. Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable.

- Plant lines average monthly spend £7k.

9. Minute's Landlines Contract Duration: the number of years the contract is with the supplier.

- 3

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

- 1 x 12-month extension (to Q3 2022)

Contract 3

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

- Exponential-E Ltd.

12. Fixed Broadband 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. If there is more than one supplier please split the renewal dates up into however many suppliers

- Q3 2021 (with one further extension shown in question 10 to be added taking it to Q3 2022)

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

- Circa £200k

Contract 4

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?

- Exponential-E Ltd.

15. WAN 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

- Q3 2021 (with one further extension shown in question 10 to be added taking it to Q3 2022)

16. Contract Description: Please can you provide me with a brief description of the contract

- We contract through the mandated pan government agreement via Crown Commercial Services. The framework for this was RM1045. (To become a supplier to this framework suppliers must contact Crown Commercial Services, the e-mail address is info@crowcommercial.gov.uk)

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

- 5

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

- Circa £200k

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.

- As previously stated in response 16 above.

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.

- Jemma Morgan
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