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**Date** 7 May 2020

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## Freedom of Information request

Thank you for your request for information under the Freedom of Information Act (FOIA), which was received by the Human Tissue Authority (HTA) on 9 March 2020. Your email outlined the following request:

*Please can you send me the following contract information via email with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support:*

**Contract Type:** Maintenance, Managed, Shared (If shared please state the organisation it is shared with)

**Existing Supplier:** If there is more than one supplier please split each contract up individually.

**Annual Average Spend:** The annual average spend for this contract and please provide the average spend over the past 3 years for each provider

**Hardware Brand:** The primary hardware brand of the organisation's telephone system.

**The number of telephone users:**

**Contract Duration:** please include any extension periods.

**Contract Expiry Date:** Please provide me with the day/month/year.

**Contract Review Date:** Please provide me with the day/month/year.

**Application(s) running on PBX/VOIP systems:** Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.

**Contract Description:** Please provide me with a brief description of the overall service provided under this contract.

**Go to Market:** How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.

**Contact Detail:** Of the person from with the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

If the service support area has more than one provider for telephone maintenance then can you please split each contract up individually for each provider?

If the contract is a managed service or is a contract that provides more than just telephone maintenance please can you send me all of the information specified above including the person from with the organisation responsible?

## Response

Please can you send me the following contract information via email with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support:

**Contract Type:** Maintenance, Managed, Shared (If shared please state the organisation it is shared with)

Currently, Cobweb manage and support Skype for Business and Sipcom manage and support sip trunks. We are in the process of migrating to Microsoft Teams and Microsoft Business Voice.

**Existing Supplier:** If there is more than one supplier please split each contract up individually.

We use Skype for Business hosted by Cobweb and SipCom for sip trunks. Once the migration above is completed, Microsoft will become the sole supplier for telephony.

**Annual Average Spend:** The annual average spend for this contract and please provide the average spend over the past 3 years for each provider

The average annual spend is £12,144.04. The average annual spend for Cobweb is £9,456.50 and the average annual spend for Sipcom is £2,687.54, over the past three years.

**Hardware Brand:** *The primary hardware brand of the organisation's telephone system.*

*The phone system itself does not run on HTA hardware however each telephone system user has a Polycom CX300 R2 USB deskphone.*

**The number of telephone users:**

*The number of telephone users at any one time is variable however we licence for 55 users.*

**Contract Duration:** *please include any extension periods.*

*12 months*

**Contract Expiry Date:** *Please provide me with the day/month/year.*

*Cobweb contract renews annually in April, SipCom contract renews annually in March however they will be terminated as part of the migration to Microsoft Business Voice. The contract with Microsoft for Business Voice will renew annually in March.*

**Contract Review Date:** *Please provide me with the day/month/year.*

*The contracts with SipCom and Cobweb will be terminated as part of the migration to Microsoft Business Voice. The Microsoft Business Voice contract will be reviewed in January 2021.*

**Application(s) running on PBX/VOIP systems:** *Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.*

*The HTA have no applications running on the actual VoIP system.*

**Contract Description:** *Please provide me with a brief description of the overall service provided under this contract.*

*These contracts are to provide, support and maintain a VoIP telephony service for the HTA.*

**Go to Market:** *How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.*

*The Cobweb and Sipcom services were procured following an exercise to gather and compare quotes from suppliers and selecting the most commercially advantageous. The Microsoft Business Voice service was procured through our managed service provider.*

**Contact Detail:** *Of the person from with the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.*

*We do not publish the names of staff members earning below £65,000. The person responsible for these contracts does not meet that threshold. The job title of the individual is Head of Business Technology and they can be contacted by phone on 0207 269 1900 or email at [enquiries@hta.gov.uk](mailto:enquiries@hta.gov.uk)*

*If the service support area has more than one provider for telephone maintenance then can you please split each contract up individually for each provider?*

N/A

*If the contract is a managed service or is a contract that provides more than just telephone maintenance please can you send me all of the information specified above including the person from with the organisation responsible?*

*Our contracts with Cobweb and Sipcom provide only telephone system maintenance, our contract with BCC Group is a fully managed service. You can contact BCC Group by email at [sales@bccgroup-uk.com](mailto:sales@bccgroup-uk.com)*

## **Further information**

If you are unhappy with the way the HTA has handled your request for information in this case, you may in the first instance ask us for an internal review by writing to us at the above postal or email address.

If you remain dissatisfied with the handling of your request or complaint, you have the right to appeal directly to the Information Commissioner for a decision, at the address below. There is no charge for making an appeal.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 08456 30 60 60 or 01625 54 57 45

Website: [www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely,

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