



Cafcass National Office  
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WC1B 3HF

Your ref: CAF 16-2  
Our ref: Gov/CAF 16-2

Tel 0300 456 4000

1 February 2016

## Re: Freedom of Information Request

Thank you for your email of 12 January 2016. You made the following requests for information:

I want to submit a freedom of information request for the following information relating to Fixed Telecommunications and Internet Services:

### Contract 1

1. Current Fixed Line (Voice Circuits) Provider- Supplier's name, if there is not information available please can you provide further insight into why?

Indigo Telecom

2. Fixed Line- 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. If there is more than one supplier please split the renewal dates up into however many suppliers

The contract expiry date was 31 January 2016; this has been extended until July 2016.

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

12 months

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

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VOIP. 22 x PSTN, 44x ISDN2, 9x ISDN30s

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

Approximately 2000 (39 sites); all with Indigo Telecom.

#### Contract 2

6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is not information available please can you provide further insight into why?

N/A

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.

N/A

8. Minutes Landline Monthly Spend- Monthly average spend. An estimate or average is acceptable.

N/A

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

N/A

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

N/A

#### Contract 3

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

Fujitsu

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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

Contract expiry date is December 2016.

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

£79,000 (excluding VAT)

14. VOIP/PBX Installation Date of the organisation's primary telephone system: - please provide day, month and year (month and year is also acceptable).

November 2012

#### Contract 4

15. WAN Provider- please provide me with the main supplier(s) if there is not information available please can you provide further insight into why?

Fujitsu

16. WAN 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. If there is more than one supplier please split the renewal dates up into however many suppliers

Contract expiry date is December 2016.

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

MPSL network to all Cafcass primary site – links vary in size between 1 and 10Mbps

18. Number of sites: Please state the number of sites the WAN covers. Approx. will do.

40

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





£956,000 (excluding VAT)

20. Internal Contact: please can you send me there full contact details including contact number and email and job title.

Individual names are exempt from disclosure under Section 40 of the Freedom of Information Act, as these constitute personal information of Cafcass staff. Our IT Contracts Manager can be contacted at [cafcass.it@cafcass.gsi.gov.uk](mailto:cafcass.it@cafcass.gsi.gov.uk)

We hope that you feel your question has been answered effectively. If you are unhappy with the decisions made in relation to your request, you may ask for an internal review to be undertaken. If you are dissatisfied with the way the internal review is handled or with the final decision made at that review about the information released, you are free to contact the Information Commissioner's office ([www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)):

**Post**

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

**Fax**

01625 524 510

**Tel**

0303 123 1113

**E-mail**

[casework@ico.org.uk](mailto:casework@ico.org.uk)

Yours sincerely,

Governance Team  
Cafcass

[Governance@cafcass.gsi.gov.uk](mailto:Governance@cafcass.gsi.gov.uk)

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