



Cafcass National Office
3rd Floor
21 Bloomsbury Street
London
WC1B 3HF

Your ref: CAF 16-142
Our ref: Gov/CAF 16-142

Tel 0300 456 4000

26 October 2016

Re: Freedom of Information Request

Thank you for your email of 20th October 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:

I have sent this request before but some of the contract have now expired can you please send me an update.

If there is more than one supplier for each of the contract information I am requesting below please can you split each contract individually and not combined. Please also separate the expiry data and spend and number of lines for each supplier. An example of this can be viewed at the bottom of this request.

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, Fujitsu.

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

Indigo 31st January 2017. Fujitsu one month rolling contract.

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive



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

Indigo – 12 months. Fujitsu one month rolling contract.

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

Indigo 22 x PSTN, 1 x ISDN30. Fujitsu 3 x ISDN30.

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

As per item 4.

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.

£2100

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.

None

Contract 3

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

Fujitsu

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

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).

VoIP removed.

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

One month rolling contract

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.

£670,000 excluding VAT.

18. **Internal Contact:** please can you send me their full contact details including contact number and email and job title.

Our IT contracts manager can be contacted at cafcass.it@cafcass.qsi.gov.uk.

If your organisation has a managed services contract which includes all or two out of three of the services stated above please state which of these is included with the contract. It would also be for me to if there are any other service support areas that are included within these contracts.

Managed Service Contract – Fujitsu

- **Number of Extensions**
None
- **Type of Lines**
PSTN/ADSL/ISDN30
- **Number of Lines**
PSTN=89/ADSL=ISDN30=1
- **Minutes Landline Monthly Average Spend**
All inclusive for PSTN/ADSL, ISDN30 costs are used
- **Fixed Broadband Average Annual Spend**

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive





As per contract 3

- WAN Average Annual Spend

As per contract 3

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

Our IT contracts manager can be contacted at
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 (<https://ico.org.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

Yours sincerely,

Governance Team

Cafcass

Governance@cafcass.gsi.gov.uk

