



University of East Anglia

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[REDACTED]

04 January 2018

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-313)

We have now considered your request of 21 December 2017 for information relating to telephony and network services.

Our response is on pages 2-4 of this letter, together with a copy of your request.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_17-313)

I want to submit a freedom of information request for the following information relating to telephony and networks services:

If there is more than one supplier for each of the contracts below, please can you provide me with the contract data for each of the supplier including, spend, contract dates, type of lines and number of sites.

Contract 1

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

Gamma.

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 supplier

November 2018.

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

It was tendered in 2015 under UEA reference PUR/CON/270 against the JISC Telephony Purchasing Service (<https://www.jisc.ac.uk/telephony-purchasing>) for 3 years.

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

SIP trunks.

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

The University normally operates 90 lines coming in to each of its on-site data centres. This is flexed up to 200 per data centre during the clearing process following the release of A Level results in August.

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?

Gamma.

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.*

November 2018.

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

Monthly spend estimated at £1600 plus VAT including line charges.

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

It was tendered in 2015 under UEA reference PUR/CON/270 against the JISC Telephony Purchasing Service (<https://www.jisc.ac.uk/telephony-purchasing>) for 3 years.

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

The University has approximately 3700 telephone extensions.

Contract 3

11. *Fixed Broadband Provider- Please can you provide me with the name of the supplier for the contract.*

JISC – JANET (Joint Academic NETwork)

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*

Rolling subscription as part of JISC (Joint Infrastructure Service Committee) – central government digital programme for all HE and FE institutions in the UK.

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

The subscription cost, which includes other services as above, is £79,873 for 2017/18 (zero VAT).

Contract 4

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

Datrix – in relation to UEA internal site-to-site public links – note that this contract does not include links using UEA's own internal fibres (and those of our Norwich Research Park partners) which do not incur a recurrent charge.

15. 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

November 2021 (4 years from November 2017) – was tendered under RM1045 (Network Services Framework) under UEA reference PUR/CON/706

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

Circuits between UEA-run on-site data centres and the teaching space UEA manages at Queen Elizabeth Hospital in Kings' Lynn, and circuits from one data centre to the Sainsbury Institute for the Study of Japanese Arts and Culture (SISJAC) offices in the city of Norwich to UEA offices at the East Anglia Film Archives (EAFA) and then back from EAFA to the UEA campus data centre.

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

4 - Interconnecting 2 Norwich city centre locations and 1 hospital in King's Lynn resiliently to two data centres on campus – 4 sites (although the campus site has two termination locations).

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

On average the annual charge is £36,600 + VAT

19. Internal Contact: please can you send me there full contact details including contact number and email and job title for all the contract above.

Pete Andrews, Head of Networking, p.andrews@uea.ac.uk, 01603 456161