

[REDACTED]

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**From:** FOI  
**Sent:** 04 March 2022 12:41  
**To:** [REDACTED]  
**Subject:** FOI 015-22 - Response

Dear [REDACTED],

**Our Ref: FOI 015-22**

Thank you for your email to the Electoral Commission dated 21 February 2022.

The Commission aims to respond to requests for information promptly and has done so within the statutory timeframe of twenty working days.

Your request is shown below followed by our response.

*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 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP etc)**

*1.Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.*

*2.Telephony/Voice Services - 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*

*3.Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.*

*4.Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP*

*5.Telephony/Voice Services Number of Lines / Channels / SIP Trunks- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN*

**Contract 2 - Incoming and Outgoing of call services.**

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

*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.*

8. *Minutes Landline Monthly Spend-* Monthly average spend on calls for each provider. An estimate or average is acceptable. If SIP services, please provide me with the cost of services per month.

9. *Minute's Landlines Contract Duration-* the number of years the contract is for each provider, please also include any contract extensions.

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

**Contract 3 - The organisation's broadband provider.**

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

12. *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

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

**Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.**

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?

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

16. *Contract Description:* Please can you provide me with a brief description for each contract

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

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

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.

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.

**Our response is as follows:**

We hold the information you have requested.

*1.Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.*

The Commission's telephony/voice services are provided as part of its unified comms solution, supplied by SCC AVS.

*2.Telephony/Voice Services - 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*

The contract renewal date is December 2023, with the option to extend the contract up to December 2027.

*3.Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.*

Initial three year contract, with the option to extend two years plus two years (seven years in total).

*4.Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP*

The unified comms solution uses SIP and VOIP. ISDN is provided by BT.

*5.Telephony/Voice Services Number of Lines / Channels / SIP Trunks- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN*

The unified comms solution uses 60 SIP trunk channels.

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

SCC AVS.

*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.*

The contract renewal date is December 2023, with the option to extend the contract up to December 2027.

*8.Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable. If SIP services, please provide me with the cost of services per month.*

Call costs are all part of the solution package provided by SCC AVS. The annual licensing and support charges for the package are approximately £7,375 net per month.

*9.Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.*

Unified comms solution - initial three year contract, with the option to extend two years plus two years (seven years in total).

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

Approximately 200.

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

Provided by Exponential-e.

*12. 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*  
The contract renewal date is October 2022, with the option to extend by one year plus one year (five years in total).

*13. Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.*  
Approximately £28k per annum (primary/secondary network lines).

*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.

*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*  
The contract renewal date is October 2022, with the option to extend by one year plus one year (five years in total).

*16. Contract Description: Please can you provide me with a brief description for each contract*  
Covers LAN hardware, WAN solution, internet lines and basic support.

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

*18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.*  
Approximately £29k per annum.

*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.*

A tender was carried out using the CCS Framework RM3808 Network Services 2.

*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.*  
Head of Digital, Data, Technology and Facilities.

The Commission strives to be an open, transparent authority and I trust that this information satisfies your request.

If you are not satisfied with this response, please note that the Commission operates a review procedure, details of which can be found on the Commission website at:  
<https://www.electoralcommission.org.uk/freedom-information/make-a-freedom-information-request>.

Please also note that if you have exhausted all internal Commission review procedures and you are still not satisfied you have the right to appeal to the Information Commissioner. Details of this procedure can be found on the ICO website: <https://ico.org.uk/>.

Yours sincerely

Information Officer  
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**The Electoral Commission**  
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