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**Date** 17 January 2020

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## Freedom of Information request

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Thank you for your request for information under the Freedom of Information Act (FOIA), which was received by the Human Tissue Authority (HTA) on 28 November 2019. Your email outlined the following request:

Please confirm the manufacturer of your telephony system(s) that are currently in place?

When was the installation date of your telephony equipment?

Who maintains your telephony system(s)?

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

When is your contract renewal date?

Please confirm the manufacturer of your Contact centre system(s) that are currently in place?

When was the installation date of your contact centre infrastructure?

Who maintains your contact centre system(s)?

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

How many contact centre employees/agents do you have?

When is your contract renewal date?

Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?

How many employees do you have overall within your organisation?

Who currently provides your calls and lines?

What is your current annual spend on calls and lines?

When is your contract renewal date?

Are you using SIP or ISDN?

Do you use a wide area network?

## Response

Please confirm the manufacturer of your telephony system(s) that are currently in place? *We use Skype for Business and Sip for telephony*

When was the installation date of your telephony equipment? *We use a hosted solution with no equipment installed*

Who maintains your telephony system(s)? *Cobweb provide support for telephony*

Please confirm value of the initial project and value of annual support/maintenance services (in £)? *The initial cost was £ 5,332.80 inc VAT and the ongoing support / maintenance costs are £ 12,349.73*

When is your contract renewal date? *The contract is renewed annually in April*

Please confirm the manufacturer of your Contact centre system(s) that are currently in place? *We make use of contact centre functionality created in Microsoft CRM by our managed service provider, BCC Group. The system was commissioned by BCC Group.*

When was the installation date of your contact centre infrastructure? *The CRM instance is owned and hosted by BCC who were responsible for the installation*

Who maintains your contact centre system(s)? *BCC Group*

Please confirm value of the initial project and value of annual support/maintenance services (in £)? *Access to the system is included in the overall contract between HTA and BCC Group which costs £144,252 inc VAT*

How many contact centre employees/agents do you have? *One*

When is your contract renewal date? *November 2020*

Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using? *We are currently using Skype for Business*

How many employees do you have overall within your organisation? *51*

Who currently provides your calls and lines? *Calls and lines are provided by Cobweb and Sip trunks provided by SipCom*

What is your current annual spend on calls and lines? *Annual spend on calls is approximately £2,160, annual spend on lines is £468 and annual cost of Sip trunks is £4,176 all inc VAT*

When is your contract renewal date? *Cobweb contract renews annually in April, SipCom contract renews annually in March*

Are you using SIP or ISDN? *We are using SIP*

Do you use a wide area network? *Yes, currently provided by Exponential-e*

### **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

[Redacted signature]