

Ref No: IR2356

16 July 2025

Dear [REDACTED],

### **FREEDOM OF INFORMATION (SCOTLAND) ACT 2002 – RELEASE OF INFORMATION**

Thank you for your request for information received by Eildon Housing Association on 9 July 2025, you requested:

I would be grateful if you could provide your contract information as follows:

1. Wide Area Network (WAN) or Software Defined WAN (SDWAN)
  - a. Please can advise who is the existing supplier b. Contract end dates c. Total contract value d. Which framework this was purchased under e. Name of the contact responsible for this
2. Local Area Network (LAN)
  - a. Please can advise who is the existing supplier b. Contract end dates c. Total contract value d. Which framework this was purchased under e. Name of the contact responsible for this
3. Wireless Access (WIFI)
  - a. Please can advise who is the existing supplier b. Contract end dates c. Total contract value d. Which framework this was purchased under e. Name of the contact responsible for this
4. Telephony/Unified communications (UC)
  - a. Please can advise who is the existing supplier b. Contract end dates c. Total contract value d. Which framework this was purchased under e. Name of the contact responsible for this

Your information has been processed under the terms of the Freedom of Information (Scotland) Act 2002. The information requested is provided below.

1. SD-WAN.

- a) Waterstons
- b) 10/05/2027 with an optional 12-month extension
- c) We are unable to disclose this information as it is commercially sensitive and is bound by confidentiality clauses in the contract.
- d) G Cloud 13
- e) Julia Kelly, Digital Services Manager

2. LAN.

- a) Waterstons
- b) 10/05/2027 with an optional 12-month extension
- c) We are unable to disclose this information as it is commercially sensitive and is bound by confidentiality clauses in the contract.
- d) G Cloud 13
- e) Julia Kelly, Digital Services Manager

3. Wireless Access (WIFI)

- a) Waterstons
- b) 10/05/2027 with an optional 12-month extension
- c) We are unable to disclose this information as it is commercially sensitive and is bound by confidentiality clauses in the contract.
- d) G Cloud 13
- e) Julia Kelly, Digital Services Manager

4. Telephony/unified communications (UC)

- a) Exchange Communications
- b) 22/08/2025 with an optional 12-month extension
- c) We are unable to disclose this information as it is commercially sensitive and is bound by confidentiality clauses in the contract.
- d) G Cloud 13
- e) Julia Kelly, Digital Services Manager

Please note that this response constitutes full release under the Freedom of Information (Scotland) Act 2002.

**Your Right to Seek a Review**

If you have made a request and are unhappy with the response from us (or have not had a response), you have the right to request a review from us. You can do this by writing to:

Date Protection & Information Officer  
Eildon Housing  
Dunsdale Road  
Selkirk  
TD7 5EB

or email: [InfoRequests@Eildon.org.uk](mailto:InfoRequests@Eildon.org.uk)

Please note:

- Your request must be in writing
- You have 40 working days upon receipt of this letter to ask for a review
- You will receive a full response to your review request within 20 working days of its receipt
- Please quote the reference number above in any future communications.

### **Appealing to the Commissioner**

If you have already been through the two steps of making your request and requesting a review and are still not happy, you can appeal to the Scottish Information Commissioner (SIC). You must submit your complaint to the SIC within 6 months of receiving our review response.

You can request an appeal by accessing the **Online Appeal Service** on the SIC's website. This is the best way to make an appeal, it provides help in real time and collects exactly what the SIC needs so they can investigate your case quickly. The SIC's website is:

[www.itspublicknowledge.info/appeal](http://www.itspublicknowledge.info/appeal)

If you don't wish to appeal online, you can contact the SIC. Your appeal must be in a format that can be kept for future use e.g. in writing, by email, or a recording on an audio or video tape.

### **Send your appeal by email**

You should send your email to: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

### **Send your appeal by post**

Office of the Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS

If you need help making an appeal you can contact the Commissioner's Office:

E-mail: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

Telephone: 01334 464610

You can find further information on making an appeal on the Commissioner's website:

[www.itspublicknowledge.info](http://www.itspublicknowledge.info)

Further information about your rights and accessing information is available on our website here

<https://www.eldon.org.uk/about-us/company-information-and-reports/access-to-information/>

Yours sincerely,

Emma Craig  
Business Support Officer