



[REDACTED]

27 February 2023

Dear [REDACTED],

**Freedom of Information request: FOI2023/00029**

Thank you for your Freedom of Information request received on the 30 January in which you requested the following:

**Your request:**

*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**

I can confirm that UK Research and Innovation (UKRI) hold information relevant to your request. Please see the information below.

### *Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP etc)*

1. *Telephony/Voice Services Provider*  
SCB Global
2. *Telephony/Voice Services - Contract Renewal Date*  
30<sup>th</sup> April 2023
3. *Telephony/Voice Services - Contract Duration*  
12 Month Contract - have been with SCB Global since 2018
4. *Telephony/Voice Services - Type of Lines*  
SIP Resilient Trunks
5. *Telephony/Voice Services Number of Lines / Channels / SIP Trunks*  
360 SIP Trunks Primary Site, 150 SIP Trunks Resilient Site Solution - these are PSTN connections

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

6. *Minutes/Landline Provider- Supplier's name*  
SCB Global
7. *Minutes/Landline Contract Renewal Date*  
12 Month Contract - have been with SCB Global since 2018
8. *Minutes Landline Monthly Spend*  
Approximately £46K in calls and rental

9. *Minute's Landlines Contract Duration*

This contract is for 12 months

10. *Number of Extensions*

28 Telephone Extensions

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

11. *Broadband Provider- Supplier's name*

BT and JISC

12. *Broadband Renewal Date*

BT is currently a rolling contract while engineers determine the inventory to get onto contract.  
JISC – not available

13. *Broadband Annual Average Spend*

Approximately £146K

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

14. *WAN Provider*

BT & JISC

15. *WAN Contract Renewal Date*

BT is currently a rolling contract while engineers determine the inventory to get onto contract.  
JISC – not available

16. *Contract Description*

BT provides the internet service to 4 locations  
JISC provides the Network Connection between STFC, Janet, CERN and Chilbolton

17. *The number of sites*

We have 4 sites which are covered

18. *WAN Annual Average Spend*

BT £90K, JISC £148K

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.*

BT – Crown Commercial Services Framework  
JISC – not available

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.*

Please note that the job title and contact details of the person responsible for these contracts has been withheld. We consider that this information constitutes personal data and falls under the exemption at section 40(2) of the FOI Act.

Section 40(2) exempts personal information such as names of individuals from disclosure if that information relates to someone other than the applicant, and if disclosure of that information would, amongst other things, contravene one of the data protection principles. Disclosing this information would contravene the first Data Protection Principle as defined under Section 86 of the Data Protection Act 2018 and Article 5 of the UK General Data Protection Regulation (UK GDPR). Section 40(2) is an absolute exemption and does not require a public interest test.

Information on procurement opportunities can be found on the [UKRI Procurement Portal](#)<sup>1</sup>.

If you have any queries regarding our response or you are unhappy with the outcome of your request and wish to seek an internal review of the decision, please contact:

Head of Information Governance


Email: [foi@ukri.org](mailto:foi@ukri.org)

Please quote the reference number above in any future communications.

If you are still not content with the outcome of the internal review, you may apply to refer the matter to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review procedure provided by UKRI. The Information Commissioner can be contacted at: [www.ico.org.uk](http://www.ico.org.uk).

If you wish to raise a complaint regarding the service you have received or the conduct of any UKRI staff in relation to your request, please see UKRI's complaints policy: <https://www.ukri.org/about-us/policies-and-standards/complaints-policy/>

Yours sincerely,

  
Information Governance  
Information Rights Team  
UK Research and Innovation  
[foi@ukri.org](mailto:foi@ukri.org) | [dataprotection@ukri.org](mailto:dataprotection@ukri.org)

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<sup>1</sup> <https://ukri.delta-esourcing.com/>