



15 April 2020

Freedom of Information request: FOI2020/00073

Thank you for your Freedom of Information request received on the 09 March 2020 in which you requested the following:

Your request:

Please can you send me the following contract information via email with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support:

- a. Contract Type: Maintenance, Managed, Shared (If shared please state the organisation it is shared with)*
- b. Existing Supplier: If there is more than one supplier please split each contract up individually.*
- c. Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider*
- d. Hardware Brand: The primary hardware brand of the organisation's telephone system.*
- e. The number of telephone users:*
- f. Contract Duration: please include any extension periods.*
- g. Contract Expiry Date: Please provide me with the day/month/year.*
- h. Contract Review Date: Please provide me with the day/month/year.*
- i. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.*
- j. Contract Description: Please provide me with a brief description of the overall service provided under this contract.*
- k. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.*
- l. Contact Detail: Of the person from with the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.*

If the service support area has more than one provider for telephone maintenance then can you please split each contract up individually for each provider?

If the contract is a managed service or is a contract that provides more than just telephone maintenance please can you send me all of the information specified above including the person from with the organisation responsible?

Our response

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

Please find attached with this letter a previous response sent for an identical request in May 2019. I can confirm that all details remain the same, except for questions (f) and (g) which are updated below.

To further clarify, this includes our decision to withhold information requested under question (d) and (i) under Section 31 of the FOIA.

f. Contract Duration: please include any extension periods.

1 year renewal (March 2020 - February 2021)

g. Contract Expiry Date: Please provide me with the day/month/year.

February 2021

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 or infogovernance@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: <http://www.ico.gov.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,


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