



[REDACTED]

16 September 2020

[REDACTED]

Freedom of Information request: FOI2020/00264

Thank you for your Freedom of Information request received on the 24 August in which you requested the following:

Your request:

Under the Freedom of Information Act, could you please kindly answer the questions below.

Telephony System

1. *What is your current telephony system?*
2. *How many users of the telephony system?*
3. *When is the contract up for renewal?*
4. *If it isn't a VoIP system, will that be a consideration for the next contract cycle?*
5. *The name and email address of the primary contact for this contract?*
6. *Current annual spend?*

Mobile phone contracts

1. *Who is your current mobile phone provider?*
2. *How many mobile connections?*
3. *When is the contract up for renewal?*
4. *How long do you contract for (24 or 36 months)?*
5. *The name and email address of the primary contact for this contract?*
6. *Current annual spend?*

Crown Commercial Services frameworks

Do you procure through the Networks Services 2 framework? (RM3808 previously RM1045) Do you procure through the G-Cloud framework?

Our response

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

Telephony System

1. What is your current telephony system? Cisco Unified Communications Manager
2. How many users of the telephony system? 744
3. When is the contract up for renewal? Maintenance due June 2021
4. If it isn't a VoIP system, will that be a consideration for the next contract cycle? N/A
5. The name and email address of the primary contact for this contract? Withheld under section 40 (1) of the FOIA – Personal information

6. Current annual spend? Approx £96,000 calls, line rental and maintenance

Mobile phone contracts

1. Who is your current mobile phone provider? O2
2. How many mobile connections? 130
3. When is the contract up for renewal? Expires 10/8/21
4. How long do you contract for (24 or 36 months)? 2 years with option for additional 1yr + 1yr
5. The name and email address of the primary contact for this contract? Withheld under section 40 (1) of the FOIA – Personal information
6. Current annual spend? Approx £15,000 calls & line rental

Crown Commercial Services frameworks - If appropriate then it is procured through these.

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,


Information Governance
Information Rights Team
UK Research and Innovation
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