

14<sup>th</sup> May 2019

Sent by email: [REDACTED]

Dear [REDACTED]

**Freedom of Information request: 2019/0094 AH**

Thank you for your freedom of information request received on the 11th April 2019 in which you requested information on the organisation's telephone system maintenance contract for hardware and software maintenance and support.

**Your Request:**

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

1. *Contract Type: Maintenance, Managed, Shared (If so please state orgs)*
2. *Existing Supplier: If there is more than one supplier please split each contract up individually.*
3. *Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider*
4. *Hardware Brand: The primary hardware brand of the organisation's telephone system.*
5. *Number of telephone users:*
6. *Contract Duration: please include any extension periods.*
7. *Contract Expiry Date: Please provide me with the day/month/year.*
8. *Contract Review Date: Please provide me with the day/month/year.*
9. *Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.*
10. *Telephone System Type: PBX, VOIP, Lync etc*
11. *Contract Description: Please provide me with a brief description of the overall service provided under this contract.*
12. *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.*
13. *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 for that particular contract?*

*If the maintenance for telephone systems is maintained in-house please can you provide me with:*

- 1. Number of telephone Users:*
- 2. Hardware Brand: The primary hardware brand of the organisation's telephone system.*
- 3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.*
- 4. Contact Detail: Of the person from with the organisation responsible for telephone maintenance full Contact details including full name, job title, direct contact number and direct email address.*

*Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.*

*If this is a new contract or a new supplier please can you provide me with a short list of suppliers that bid on this service/support contract?*

**Our response:**

I can confirm UK Research and Innovation hold information relevant to your request.

1. The contract is managed, maintained and supported by UK SBS
2. UK SBS Ltd provide the service who in turn manage contracts for the underlying infrastructure with: Amtech (Support \ Maintenance \ Management)
3. 25k on an Annual renewal
4. Withheld under Section 31 (explained further below)
5. 1200+
6. 1 year
7. Amtech (Support Maintenance) February 2020
8. Typically reviewed a month in advance
9. Withheld under Section 31 (explained further below)
10. 1200+
11. Support Maintenance / Collaborative management / Break Fixes
12. Direct engagement with potential suppliers through UK SBS Supplier Management team
13. UK SBS ISS Supplier Management Team - 01793 867000

*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?*

Not applicable

*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 for that particular contract?*

This information is provided in the above answers

*If the maintenance for telephone systems is maintained in-house please can you provide me with:*

- 1. Number of telephone Users:*
- 2. Hardware Brand: The primary hardware brand of the organisation's telephone system.*
- 3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.*
- 4. Contact Detail: Of the person from with the organisation responsible for telephone maintenance full Contact details including full name, job title, direct contact number and direct email address.*

This information is provided in the above answers

*Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.*

*If this is a new contract or a new supplier please can you provide me with a short list of suppliers that bid on this service/support contract?*

Not applicable

### **Application of Section 31(1)(a)**

Releasing the information requested as noted above, would prejudice the prevention or detection of crime as per Section 31(1)(a) Freedom of Information Act. Section 31(1)(a) is a qualified exemption and therefore subject to a public interest test.

UKRI applied the Public Interest Test to this request as set out below;

#### **Public interest in favour of disclosure:**

- There is a public interest in favour of release of the information, to uphold the principles of transparency and accountability, in disclosing information about government or public authority infrastructure and contracts.

#### **Public interest test in favour of withholding the information:**

- The release of this information would make UKRI more vulnerable to crime
- The crime in question would be a malicious attack on UKRI's IT infrastructure and/or systems
- The release of this information would be seen to prejudice the prevention or detection of crime, by making UKRI's computer systems more vulnerable to hacking and therefore facilitate the possibility of a criminal offence being carried out
- There is an overwhelming public interest in keeping government or public authority computer systems secure, which would be served by non-disclosure.

UKRI has therefore reached the conclusion that, on balance, the public interest is better served by withholding the selected information under Section 31(1)(a).

If you have any queries about this response please contact me, or if you are unhappy with the service you have received in relation to your request and wish to request a review of our decision, please write to:

Complaints Officer  
UK Research and Innovation  
Polaris House  
North Star Avenue  
Swindon  
SN2 1FL  
Email: [foi@ukri.org](mailto:foi@ukri.org)

Please quote the reference number above in any future communications.

Yours sincerely,



UK Research and Innovation, Information Governance Team  
Email: [foi@ukri.org](mailto:foi@ukri.org)