



[REDACTED]

23 September 2021

Dear [REDACTED],

Freedom of Information request: FOI2021/00386

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

Your request:

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telephone maintenance contract.

The contract information sent by the organisation previously has now expired please can you provide me with a new update of the telephone maintenance contract:

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 if all the information is still the same besides the contracts dates please send just the new contract dates. It would be much appreciated.

- 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 within 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 within 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 (UKRI) do not hold the information relevant to your request. Please see the information below.

As we previously advised in our response to your request FOI2021/1083, these contracts are managed, maintained and supported by UKSBS who provide the above services and manage contracts for the underlying infrastructure.

Following their renegotiation and a reassessment of our processes, UKSBS is now responsible for responding to Freedom of Information requests related to the contracts they administer that are not for the exclusive use of UKRI.

The telephone service, and associated maintenance contract, provided to UKRI by UKSBS is part of a larger services contract between UKSBS and the Department for Business, Energy and Industrial Strategy (BEIS). It is therefore not a service provided exclusively to UKRI and we would subsequently advise you to redirect your request to FOI@uksbs.co.uk for this information.

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
foi@ukri.org | dataprotection@ukri.org