



[REDACTED]

1 March 2024

Dear [REDACTED],

Freedom of Information request: FOI2024/00081

Thank you for your Freedom of Information request received on the 2 February 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, Cloud)

- 1. Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.*
- 2. Telephony/Voice Services Spend – Please can you provide me with the annual spend*
- 3. 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*
- 4. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.*
- 5. Telephony/Voice Services - Type of Lines - Please can you split the type of lines and users per each supplier? PSTN, Analogue, SIP, ISDN, VOIP, Cloud*
- 6. Telephony/Voice Services Number of Lines / Channels / SIP Trunks/ Cloud based users- 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 expiry / 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 expiry 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 expiry 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 expiry 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, Cloud)

1. Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.

SCB Global

2. Telephony/Voice Services Spend – Please can you provide me with the annual spend

£56,473.20

3. 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

30th April 2024

4. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.

12 Month Contract, have been with SCB Global since 2018.

5. Telephony/Voice Services - Type of Lines - Please can you split the type of lines and users per each supplier? PSTN, Analogue, SIP, ISDN, VOIP, Cloud

SIP Resilient Trunks –

Number of users – see answer to Contract 2, question 10.

6. Telephony/Voice Services Number of Lines / Channels / SIP Trunks/ Cloud based users- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN

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 (NOT Mobiles) if there is no information available, please can you provide further insight into why?

SCB Global

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.

30th April 2024 - 12 Month Contract, have been with SCB Global since 2018.

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.

£40K annually in calls and rental

9. Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.

This contract is for 12 months.

10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

It was 28 extensions but zoom migration is ongoing, and we believe it will soon be 6 extensions that need forwarding.

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?

BT

12. Broadband expiry / 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 expiry dates up into however many suppliers

BT is currently a rolling contract while engineers determine the inventory to get onto contract.

13. Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.

Approx £75K

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?

JISC

15. WAN Contract expiry 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 expiry dates up into however many suppliers

JISC – 31/07/2024

16. Contract Description: Please can you provide me with a brief description for each contract

JISC provides the Network Connection between STFC, Janet, CERN and Chilbolton.

17. The number of sites: Please state the number of sites the WAN covers. Approx. will do.

We have 4 sites which are covered.

18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.

JISC - £848K a year

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.

JISC – JISC OCRE Framework

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.

Information relating to internal contact and full contact details has been withheld under section 40(2) personal data of the FOI Act. Section 40(2) exempts personal information 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 in Article 5(1) of the UK General Data Protection Regulation (UK GDPR) and Section 34(1) of the Data Protection Act 2018. In this case, we believe disclosure would contravene the first data protection principle, which provides that processing of personal data is lawful and fair.

Section 40(2) is an absolute exemption and UKRI is not obliged to consider whether the public interest favours disclosing the 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 within the next 40 working days:

Head of Information Governance

UK Research and Innovation, Polaris House, North Star Avenue, Swindon SN2 1FL

www.ukri.org

Email: 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.

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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