REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

I am writing in response to the request you made to BBSRC under the Freedom of Information Act, which was received on Wednesday 20 July 2016.

Statement of information requested

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:

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. Number of Users:
5. Hardware Brand: The primary hardware brand of the organisation’s telephone system.
6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
7. Telephone System Type: PBX, VOIP, Lync etc.
8. Contract Duration: please include any extension periods.
9. Contract Expiry Date: Please provide me with the day/month/year.
10. Contract Review Date: Please provide me with the day/month/year.
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
12. 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 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?

Background

The Biotechnology and Biological Sciences Research Council (BBSRC) is one of seven Research Councils that work together as Research Councils UK (RCUK). It is funded from the Government’s Department for Business, Innovation and Skills. BBSRC’s budget for
2014/15 was £509M and it supports around 1,600 scientists and 2,000 research students in universities and institutes in the UK. Information about BBSRC’s mission can be found on our website at http://www.bbsrc.ac.uk/organisation/mission.aspx.

**UK Shared Business Services** (UK SBS) provides a range of services, including IT, to BBSRC and other public sector organisations. UK SBS enters contracts on its client’s behalf and provides services to them.

**Duty to confirm or deny**

BBSRC does hold information relating to your request.

**Requested Information**

I will answer each of your questions in turn;

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)**

   The contract is Maintenance but supports the telephony system used by RCUK including BBSRC

2. **Existing Supplier: If there is more than one supplier please split each contract up individually.**

   The contract is supplier by a tier one supplier, that supplier subcontract the maintenance contract to another.

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**

   The annual spend is £24,000

4. **Number of Users:**

   1100 users, 200 for BBSRC

5. **Hardware Brand: The primary hardware brand of the organisation’s telephone system.**

   Siemens

6. **Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.**

   Standard telephony solution, the Siemens solution doesn’t include modules such as IM, Contact Centre or unified communication modules

7. **Telephone System Type: PBX, VOIP, Lync etc.**

   Siemens PBX solution with VOIP handsets

8. **Contract Duration: please include any extension periods.**

   Current contract expires in March 2017, there is no option to extend a further procurement opportunity would need to be undertaken.
9. **Contract Expiry Date:** Please provide me with the day/month/year.

31st March 2017

10. **Contract Review Date:** Please provide me with the day/month/year.

1st September 2017

11. **Contract Description:** Please provide me with a brief description of the overall service provided under this contract.

Hardware and software support for the Siemens Hi-Path solution, SLA includes support 09:00hrs – 17:00hrs M-F

12. **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.

Steve Tomlin, IT Supplier Manager, 01793 867286 steve.tomlin@uksbs.co.uk

*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 relevant as BBSRC only have access to one telephony solution.

As this is a maintenance contract the following questions are not applicable and therefore no answer is provided.

*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 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?*

If you have any further questions, please contact me quoting the reference number above.

Yours sincerely

BBSRC Freedom of Information Officer

**Publication:** please note that this response to your request may be published on a public website.

**Complaints Process**

If you are dissatisfied with how we have handled your request, you may register a formal complaint with the BBSRC Complaints Officer at complaints.officer@bbsrc.ac.uk, who will conduct an internal review.
If you are not happy with the outcome of the internal review, you have the right to apply directly to the Information Commissioner, Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, Tel: 01625 545 745, [https://ico.org.uk/](https://ico.org.uk/).