

Reference: 562672

Jerin John
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Freedom of Information: Right to know request

Thank you for your request for information where you asked about Ofcom's telephone maintenance contract.

This was received by Ofcom on 17 July and it has been considered under the Freedom of Information Act 2000.

You asked:

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)

Fully managed.

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

We have a contract with BT plc.

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

Annual average spend information is not held as this telephony contract with BT only came into force in May this year.

4. Hardware Brand: The primary hardware brand of the organisation's telephone system.

Cisco.

5. Number of telephone users:

900.

6. Contract Duration: please include any extension periods.

See below at question 7.

7. Contract Expiry Date: Please provide me with the day/month/year.

For Ofcom VOIP Telephony services, the Ofcom Services Agreement ran for a period of two years commencing in May 2016. The contract was then extended for another year.

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

The contract was reviewed during April 2018.

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

Ofcom is unable to disclose the information you have requested as this is exempt from disclosure under Section 31(1)(a) of the Act – crime prevention – on the grounds that the information may aid malicious parties to attack the systems concerned. Release of this information will prejudice the prevention of crime by facilitating the possibility of a criminal offence being carried out. In particular, hacking into an IT system is a criminal offence.

In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosing the information. I have set out the exemption in full in the attached Annex, as well as the factors Ofcom considered when deciding where the public interest lay.

10. Telephone System Type: PBX, VOIP, Lync etc

VOIP.

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

Fully managed VOIP solution.

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.

This contract was novated to Ofcom, following the expiry of the CGI ICT managed services contract in 2016.

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.

Ofcom has a robust governance process covering approvals for the procurement of services and therefore there is no single individual solely responsible. However, the overall responsibility for managing Information, Communications and Technology (ICT) contracts within Ofcom is held by Andrew Curtois who is the Head of Vendor Management. Andrew is contactable via the Ofcom switchboard on 020 7981 3000.

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.

The information has been provided above.

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

The maintenance for telephone systems is not managed in-house, therefore the answer to the following questions 1 to 4 do not apply.

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.

The telephony contract is not due to expire until 2019. We will procure these services again later this year.

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?

This contract was novated to Ofcom, following the expiry of the CGI ICT managed services contract in 2016.

If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Jerin John

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Steve Gettings
The Secretary to the Corporation
Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Annex

Section 31(1): Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice –

- (a) the prevention or detection of crime;
- (b) the apprehension or prosecution of offenders.

Factors for disclosure	Factors for withholding
<ul style="list-style-type: none"> • Open policy making and public confidence in regulated activities 	<ul style="list-style-type: none"> • Disclosure of detailed information about Ofcom’s IT/telephony systems may aid malicious parties to attack the systems concerned. Release of this information will prejudice the prevention of crime by facilitating the possibility of a criminal offence being carried out. Hacking into an IT/telephony system is a criminal offence.
Reasons why public interest favours withholding information	
<ul style="list-style-type: none"> • Disclosure of detailed information about Ofcom’s IT/telephony systems could be used by offenders to hack into our systems. It is in the public interest for this not to happen to protect Ofcom against a potential cyber-attack so that Ofcom can carry on its work. The more specific any information is, the more useful it may be to an attacker. 	