

Official

Ref: FOI-252

Sent via email only: [REDACTED]

05 February 2020

Dear [REDACTED]

1. Thank you for your email dated 28 November 2019, in which you requested information from UK Anti-Doping ('UKAD') under the Freedom of Information Act 2000 ('the Act'). You requested information relating to the communications and telephony systems in place at UKAD. Specifically, you asked for the following information:
 1. *Please confirm the manufacturer of your telephony system(s) that are currently in place.*
 2. *When was the installation date of your telephony equipment?*
 3. *Who maintains your telephony system(s)?*
 4. *Please confirm value of the initial project and value of annual support/maintenance services (in £).*
 5. *When is your contract renewal date?*
 6. *Please confirm the manufacturer of your Contact centre system(s) that are currently in place.*
 7. *When was the installation date of your contact centre infrastructure?*
 8. *Who maintains your contact centre systems(s)?*
 9. *Please confirm value of the initial project and value of annual support/maintenance services (in £)*
 10. *How many contact centre employees/agents do you have?*
 11. *When is your contract renewal date?*

12. Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?
13. How many employees do you currently have overall within your organisation?
14. Who currently provides your calls and lines?
15. What is your current annual spend on calls and lines?
16. When is your contract renewal date?
17. Are you using SIP or ISDN?
18. Do you use a wide area network?

Summary of response

2. UKAD is disclosing the information you have requested at items 1 through to 14 inclusive and 16 through to 18 inclusive of your request.
3. UKAD is not disclosing the information you have requested at item 15. The detail of the basis for this response is set out below.

Items 1 through to 14 inclusive and 16 through to 18 inclusive of your request

4. UKAD confirms that it holds the information requested and provides a response to your request via the table below:

Item	Information held
1	VOIP using Polycom desk phones
2	Various dates
3	Koris Ltd
4	Included as part of a wider networking contract
5	30 April 2022
6	Not applicable.

Item	Information held
7	Not applicable.
8	Not applicable.
9	Not applicable.
10	Not applicable.
11	Not applicable.
12	Yes – Skype for Business
13	90
14	Koris Ltd
16	30 April 2022
17	SIP
18	Yes

Item 15 of your request

5. UKAD confirms that it holds the information requested. However, we are withholding this information under the exemption provided in section 43 of the Act on the grounds that releasing the information would be likely to prejudice the commercial interests of both UKAD and a third party (Koris).
6. Section 43(2) provides as follows:

Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).
7. UKAD has concluded that information about its annual spend on calls and lines is exempt from disclosure because to do so would be likely to prejudice the commercial interests of both UKAD and Koris. This is because revealing such commercially sensitive information to Koris' competitors would be likely to place Koris at a disadvantage in future negotiations with both UKAD and other

organisations; specifically, disclosing Koris' pricing structure could enable competitors to undercut Koris in the future.

8. Likewise, revealing the fees paid by UKAD would likely adversely affect UKAD's bargaining position in any future negotiations for its calls and lines contract and result in less competitive tender applications being made. Disclosing such information would also be likely to deter other companies from contracting with UKAD (and other public authorities) in the future, undermining UKAD's ability to obtain value for money in future contracts.
9. Having determined the prejudice that would likely arise from disclosing the costs of UKAD's annual spend on calls and lines, UKAD has gone on to consider whether the public interest test requires disclosure of this information.
10. UKAD recognises the public interest in public authorities being transparent and accountable, particularly in relation to expenditure of public funds. UKAD also recognises that it is in the public interest to ensure that authorities are obtaining value for money, and that disclosing the cost of UKAD's annual spend on calls and lines would allow the public to undertake such an evaluation.
11. Conversely, there is also the public interest in fairness of competition and in ensuring that the ability of public authorities to obtain value for money is not undermined. Disclosure of fees paid to Koris would be likely to damage its ability to compete on a level playing field and cause fair competition to be reduced, simply because Koris has contracted with a public authority. As a result, the risk arises that fewer companies may be willing to contract with UKAD and that less competitive tender applications will be made, undermining UKAD's ability to obtain value for money in its future expenditure of public funds.
12. Having considered the public interest arguments both for and against maintaining the exemption, UKAD has concluded that the balance of the public interests falls in favour of non-disclosure in this instance. UKAD has also considered the decision of the Information Commissioner in FS50704057 and FS50752638 in coming to this conclusion.

Conclusion

13. If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original request (i.e. two months from the date of this letter) and should be addressed to: Matthew Johnson, Director of Legal and Regulatory Affairs, UK Anti-Doping, Fleetbank

House, 2-6 Salisbury Square, London EC4Y 8AE. Please remember to quote the reference number above in any further communications.

14. 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.

Yours sincerely



UK Anti-Doping