

The Crown Estate Disclosure Log

Case no: 1178
Date received: 9 March 2020
Subject: Telephone Maintenance Contracts
Request response
<p>Please find answers to your questions below.</p> <p><b>Contract Type:</b> Maintenance, Managed, Shared (If shared please state the organisation it is shared with) Managed service of Skype service</p> <p><b>Existing Supplier:</b> If there is more than one supplier please split each contract up individually. Contract with Modality Systems</p> <p><b>Annual Average Spend:</b> The annual average spend for this contract and please provide the average spend over the past 3 years for each provider Circa £35k</p> <p><b>Hardware Brand:</b> The primary hardware brand of the organisation's telephone system. N/A</p> <p><b>The number of telephone users:</b> 350</p> <p><b>Contract Duration:</b> please include any extension periods. Annual renewal.</p> <p><b>Contract Expiry Date:</b> Please provide me with the day/month/year. Quarter 1 of the financial year 2020/21. I cannot provide you with the precise date – for reasons of security, it is exempt in line with section 30(1)(a) FOIA. Please find the public interest test for this exemption in the annex below.</p> <p><b>Contract Review Date:</b> Please provide me with the day/month/year. Please see response above at (g).</p> <p><b>Application(s) running on PBX/VOIP systems:</b> Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager. N/A</p> <p><b>Contract Description:</b> Please provide me with a brief description of the overall service provided under this contract. Please see above</p> <p><b>Go to Market:</b> 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.</p> <p>Via The Crown Estate's Procurement process. Please note that The Crown Estate does not use the Government Contracts Finder and procurement for this service won't be done by open tender.</p> <p><b>Contact Detail:</b> 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. Tom Moore, Head of Business Technology. We are not providing you with direct</p>

contact details, however, as we believe to do so would contravene the data protection principles. This information is therefore exempt in line with section 40(2) FOIA. General contact details are available on our website at the following link:

<https://www.thecrownestate.co.uk/en-gb/contact/>

In case it is relevant, I should also mention that The Crown Estate does not usually enter into commercial relationships with organisations that seek to obtain business information under information rights law.

I hope that this information is helpful. If, however, you are not satisfied with the way we have handled your information request, you may appeal our decision which will then be investigated through an internal review. If you are not content with the outcome of that, you have the right to refer any complaint directly to the ICO ([www.ico.org.uk](http://www.ico.org.uk)). The ICO will usually expect you to have first exhausted our own complaints procedure before raising any concerns with them.

#### Annex – Section 31(1)(a) Public Interest Test

We are unable to provide you with some of the information you have requested because it is exempt from disclosure under section 31(1)(a) FOIA. Section 31(1) (a) exempts information if its disclosure is likely to prejudice the prevention or detection of crime. This relates to the information you have requested which would reveal our organisational processes in relation to cyber security.

Section 31 is a qualified exemption and we are required to conduct a public interest test when applying any qualified exemption. This means that after it has been decided that the exemption is engaged, the public interest in releasing the information must be considered. If the public interest in disclosing the information outweighs the public interest in withholding it then the exemption does not apply and the information must be released. In FOIA there is a presumption that information should be released unless there are compelling reasons to withhold it.

In this case, we have concluded that the balance of the public interest is in favour of withholding information covered by the section 31(1)(a) exemption. Considerations in favour of the release of the information included the principle that there is a public interest in transparency and accountability in disclosing information about our procedures as a public body. However, release of this information would make The Crown Estate more vulnerable to crime, such as a malicious attack on its telephony systems, and the disclosure of the information you have requested could therefore facilitate a criminal offence. As a result, in this case the public interest weighs in favour of non-disclosure.