

Citizens Information Board FOI Disclosure Log 2016 to 2021

Reference	Date of request	Category of requester	Description of the request	Decision made	Date of release
FOI 023 2021	03/12/2021	Member of public	A copy of the Service Level Agreement between CIB and North Connacht and Ulster Citizens Information Service	Granted. SLA and accompanying schedules attached to email.	10/01/2022
FOI 022 2021	24/11/2021	Member of public	<p>1. Can you provide any policy and/or instruction documents, guidance, information, or notes on how the tender evaluation panel members apply marks?</p> <p>2. What guidelines or marking systems do panel members apply to award a specific mark/score within a band, including any individual sub-criteria depending on the quality of the response?</p> <p>3. Can you include copies of any relevant documents to include, template marking document(s), marking system sheets/details, scoring sheets, deeper award criteria, and checklists?</p>	<p>1. Granted Scoring Band document attached</p> <p>2. Granted. Scoring Band document attached</p> <p>3. Not Granted. Section 36 (1) (c) of the FOI Act 2014</p> <p>4. Granted CIB Tender Evaluation Panel Briefing document attached</p> <p>5. Not Granted. Section 36 (1) (c) of the FOI Act 2014</p>	22/12/2021

			<p>4. Can you provide any policy or document that exists on how the evaluation panel ensure tender scorers/panel members maintain fair and consistent marking between TRD responses?</p> <p>5. Can you confirm if electronic software is used to score or mark TRD's and if so, please provide the name and version of the software and the User/Installation Manual?</p>		
FOI 021 2021	05/11/2021	Member of the Public	Under the Freedom of Information Act 2014 I would like to obtain an electronic copy of valid tender responses submitted to the Citizens Information Board under the public tender RFT197874 Moodle LMS hosting and technical support	<p>Not Granted. Section 36 (1) (c) of the FOI Act 2014</p> <p>Part 1 of request was not granted. This information is considered by CIB to be commercially sensitive. CIB invokes section 36 (1) (c) on the basis that release of this information, could be expected to prejudice the conduct or outcome of contractual negotiations when CIB moves forward with this RFT. Subject to Section 36 (2), CIB does not</p>	15/12/2021

				consider the public interest better served by release of these records.	
FOI 020 2021	04/11/2021	Member of the Public	<ol style="list-style-type: none"> 1. Data breaches notified to the Data Protection Commission by North Connacht and Ulster Citizens Information Service since 2018. 2. Data breaches not notified by NCUCIS to DPC since 2018. 3. Data protection impact assessments (DPIA) carried out by NCUCIS since 2018. 4. Access of employees, officers and directors of NCUCIS to Department of Social Protection systems and data on claimants whether as service users or employees of NCUCIS including any changes to such access since 2018 and a statement of the reasons for same. 5. All HR and related support services and advisors engaged by NCUCIS since 2019 and the fees paid to them. 6. All legal services and advisors engaged by NCUCIS since 2019 and the fees paid to them. 	<ol style="list-style-type: none"> 1. Not Granted CIB does not hold this information and invokes Section 15 (1) (a) of the FOI Act 2014. 2. Not Granted CIB does not hold this information and invokes Section 15 (1) (a) of the FOI Act 2014. 3. Not Granted CIB does not hold this information and invokes Section 15 (1) (a) of the FOI Act 2014. 4. Not Granted CIB does not hold this information and invokes Section 15 (1) 	02/12/2022

				<p>(a) of the FOI Act 2014.</p> <p>5. Not Granted CIB does not hold this information and invokes Section 15 (1) (a) of the FOI Act 2014.</p> <p>6. Not Granted CIB does not hold this information and invokes Section 15 (1) (a) of the FOI Act 2014.</p>	
FOI 019 2021	22/10/2021	Member of the Public	<p>1. On exactly what date did CIB become aware that their technical requirements changed in relation to the Request for Tender (RFT)?</p> <p>2. What exactly has changed that CIB had to cancel the RFT?</p> <p>3. Why was this problem(s) relating to the technical requirements not identified sooner?</p> <p>4. When CIB opened and viewed our company's submission for RFT 197874 at 09.39 hrs on the</p>	<p>1. Not granted. Section 30 (1) (c) of the FOI Act 2014</p> <p>2. Not granted. Section 30 (1) (c) of the FOI Act 2014</p> <p>3. Not granted. Section 30 (1) (c) of the FOI Act 2014</p>	04/11/2021

			<p>sixth instant, did they review the complete submission in detail?</p> <p>5. Did CIB review all the submissions received for RFT 197874 from other companies/entities in detail?</p> <p>6. How many submissions did CIB receive?</p> <p>7. Who is the tender manager or CIB lead for this project/tender?</p> <p>8. What company or team prepared the RFT for CIB?</p> <p>9. What company or team has been managing the RFT process for CIB?</p> <p>10. Who wrote the technical scope contained in the RFT?</p>	<p>4. Not granted. Section 30 (1) (c) of the FOI Act 2014</p> <p>5. Not granted. Section 30 (1) (c) of the FOI Act 2014</p> <p>6. Not granted. Section 36 (1) (c) of the FOI Act 2014</p> <p>7. Granted. CIB Procurement Executive</p> <p>8. Granted. CIB eLearning Team, CIB Finance Team</p> <p>9. Granted. CIB Finance Team</p> <p>10. Granted. CIB eLearning Team, CIB Finance Team</p>	
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FOI 018 2021	02/11/2021	Member of the Public	<p>Part 1: All information relating to the two new permanent part time posts advertised for Sligo Citizens Information Service in August/September 2020 (including funding and business case applications to CIB)</p> <p>Part 2: Please confirm the number of candidates who applied, were interviewed and placed on a panel for each of these two new publicly funded posts in Sligo</p>	<p>Part 1: Part Granted.</p> <p>Information held by CIB released with names of third parties redacted subject to Section 37 (1) of the FOI Act 2014</p> <p>Part 2: Not Granted</p> <p>CIB does not hold this information and invokes Section 15 (1) (a) of the FOI Act 2014.</p>	30/11/2021
FOI 017 2021	26/10/2021	Member of the public	<p>Data about payments made by Citizens Information Board to external suppliers for purchases of goods and services between 2020-01-01 and 2020-12-31.</p> <p>I understand that spending over €20,000 is published on your website. I would like to request some complementary information, if possible.</p> <p>What I am requesting is a compiled list, ideally in Microsoft Excel format, of the organisation's</p>	<p>Not Granted.</p> <p>Invoke Section 15 1 (c) of the FOI Act. Please see the provision as noted below.</p> <p>FOI Act Section 15 1 (c) in the opinion of the head, granting the request would, by reason of the number or nature</p>	23/11/2021

			<p>external suppliers which contains as many of the following variables as possible:</p> <ul style="list-style-type: none"> • The name of the supplier • The supplier's VAT identification number • The total amount paid to the supplier during the year 2020 for purchases of goods and services. The amounts can either be including or excluding VAT. <p>This request only regards suppliers to whom the organisation has paid €5,000 or more during 2020.</p>	<p>of the records concerned or the nature of the information concerned, require the retrieval and examination of such number of records or an examination of such kind of the records concerned as to cause a substantial and unreasonable interference with or disruption of work (including disruption of work in a particular functional area) of the FOI body concerned.</p>	
FOI 015 2021	03/09/2021	Member of public	<p>1. Copy of a Report possibly produced in 2019, early 2020, detailing research in Dublin South Citizens Information Centres (and possibly centres in other areas) in which an 'undercover' person visited centres with the same problem requiring information. The information gathered by this person was put into a report and apparently at one or more centres incorrect information given to the 'undercover' person.</p>	<p>Not Granted.</p> <p>Records do not exist CIB invokes section 15 (1) (a) of the FOI Act 2014.</p>	04/10/2021

			<p>A manager in one South Dublin Centre informed some centre workers of this but never produced this report.</p> <p>I am presuming CIBoard initiated the investigation; if you cannot locate it, perhaps the Dublin South Board initiated it.</p> <p>2. Copy of any Board minutes in which this report was discussed.</p> <p>3. Copy correspondence, including emails, between the CIBoard and citizen information centres regarding this report.</p>		
FOI 014 2021	19/08/2021	Member of public	<p>Confirmation from your records as to which record keeper was chosen as part of your recent search (6th May 2021) and any finalists considered.</p> <p>(Clarification of request to include; Citizens Information Board 2021/S 065-166447 Single Supplier Framework for a Master Trust Pension Scheme on behalf of the Employees of CIB's Service Delivery Companies.</p> <p>Reference number: RFT ID 187443)</p>	<p>Not Granted.</p> <p>Contract not yet awarded.</p> <p>CIB invokes section 35 (1) (a) in relation to any tenderers considered as this information was given in confidence.</p>	16/09/2021
FOI/2021/012	16/06/2021	Journalist		Not Granted.	14/07/2021

			<p>1. How much of this money was spent specifically in Longford CIC on HR/IR investigations, appeals and workplace reviews etc.</p> <p>2. How much money has been spent in Longford CIC on HR/IR investigations, appeals and workplace reviews since its official launch of Longford CIC to the public in Feb 2001 and Dec. 2017</p>	CIB invokes section 37 (1) of the Act and section 15 (1) (a)	
FOI/2021/011	16/06/2021	Journalist	<p>1. Since the regionalisation of Citizens Information Services how many HR/IR investigations, appeals, workplace reviews etc have been carried out within the NLCIS Company Registered No. 621214.</p> <p>2. How much money has been expended on the contracting out of HR/IR investigations, appeals and workplace reviews within the NLCIS Company Registered No. 621214</p> <p>3. Does NLCIS Company Registered No. 621214 have a HR Committee and if so what is the Terms of Reference for this committee.</p> <p>4. Who is on the HR Committee and how many of those listed are qualified in Human Resources/Employment Law.</p>	Not granted, CIB invokes section 37 (1) of the Act and section 15 (1) (a)	14/07/2021

			<p>5. Has NLCIS established a Local Advisory Committee consistent with the agreed provisions in the Regionalisation of the Citizens Information Service?</p> <p>6. Copies of all Board Meetings of NLCIS including HR Sub-Committee meetings since the establishment of NLCIS consistent with CRO.</p>		
FOI/2021/010	14/04/2021	Member of the Public	<p>Please advise what technologies (including version) you use for:</p> <p>Please advise if any of the following services are outsourced to third parties, and if so, when does the contract end?</p> <p>HR, Payroll, L&D, Finance, Procurement, Contact Centre</p>	Part Granted	12/07/2021
FOI/2021/003	12/04/2021	Member of the Public	<p>Two permanent part time roles were advertised on the CIB website in October 2020 for Galway and Roscommon. Can you please confirm if these were newly created roles or did these vacancies arise from resignations or retirements or otherwise.</p> <p>Two permanent part time roles were advertised on the CIB website for Galway and Roscommon in February and April 2021. Can you please confirm</p>	Not Granted, CIB invokes section 15 (1) (a) of FOI Act.	10/05/2021

			<p>if these were newly created roles or did these vacancies arise from resignations or retirements or otherwise. Are they the same roles that were advertised in October 2020?</p> <p>A permanent part-time role was advertised for Sligo CIS on the CIB website in August /September 2020. Can you please confirm if this was a newly created role or if the vacancy arose as a result of a retirement or a resignation or otherwise.</p> <p>Please confirm if the permanent part time role advertised on the CIB website in August /September 2020 for Sligo CIS has since been filled or what is the current status of that role?</p> <p>Please provide me with a copy of the Staffing Strategy for North Connacht and Ulster Citizens Information Service CLG.</p> <p>Please confirm if the process followed for the recruitment of a development manager in County Donegal CIS in 2018 was a public or internal recruitment process and how many candidates were thereby interviewed for the permanent position of development manager.</p>		
FOI/2021/002	04/05/2021	Other	Under the FOI Act 2014, I am seeking a full copy of the original email forwarded by a member of CIB staff to the companies in relation to illness	Granted	01/06/2021

			Benefit / Enhanced Illness Benefit entitlement and Covid-19, see below for a copy. In particular, I request the full email including the date of the email, contact details of the person from the Department of Social Protection who drafted the email and to whom, in CIB the email was sent to.		
FOI/2021/001	16/02/2021	Journalist	A list/database/or spreadsheet of all purchase orders of over €20,000 for the period 2018, 2019 and 2020	Part Granted – Limited information available due to limited access to office due to public health guidelines	16/03/2021
FOI/2020/004	15/09/2020	Journalist	Copies of any records held referring or relating to changes made to the CIB website regarding self-isolation for those undergoing testing for Covid-19. This request to cover the period 1 September 2020 to date of receipt of the request.	Part Granted – Personal Information redacted under section 37	12/10/2020
FOI/2020/002	14/02/2020	Journalist	All minutes of CIB Board meetings held during 2019.	Granted	24/02/2020
FOI/2019/004	27/08/2019	Other	Requested all copies of any legal opinion and/or opinions carried out by the Irish Governments or by agents of the Irish Government or by external legal firms acting for the Irish Government on whether it would be in contravention of human rights and environmental law to establish a 5G system in Eire.	Not granted	30/08/2019

FOI/2019/003	15/08/2019	Other	<p>(i) Report prepared by Persuasion Ltd on MABS National Development</p> <p>(ii) May 2019 minutes of CIB Board</p> <p>(iii) Copy of Business Case for restructuring of CISs and MABs presented to Board Meeting on 9th Dec 2015</p>	<p>(i) Refused –under S 36(1)(c)</p> <p>(ii) Refused –under S 36(1)(c) and S37(1)</p> <p>(iii) Granted</p>	06/09/2019
FOI/2019/002	30/07/2019	Other	Requested copy of our “Record of Processing Activities” (ROPA)	Granted	27/08/2019
FOI/2018/007	22/10/2018	Other	Requested details of legal and professional fees discharged by the Citizens Information Board in relation to matters that were linked to Co Wexford CIS for defined periods of time.	Part-Granted Break-down of records refused under Section 36 (1)	21/12/2018
FOI/2017/008	15/12/2017	Other	Copies of minutes of each CIB Board meeting held during the period from 1 June 2016 to 13 December 2017.	11 sets of Minutes - fully granted.	18/12/2017
FOI/2017/005	08/05/2017	Other	<p>A copy of the minutes of any CIB Board meetings held during the period from 1st September 2014 to 31st December 2014.</p> <p>A copy of any communication in any format from the Department of Social Protection to the CIB</p>	<p>Granted</p> <p>Decision refused under Section 15(1)(a)</p>	29/05/2017

			<p>Chief Executive Officer regarding the reorganisation, / restructuring of Citizens Information Services during the period 1st September 2014 to 31st January 2015</p> <p>A copy of any communication in any format from the Department of Social Protection to the CIB Board regarding the reorganisation / restructuring of Citizens Information Services during the period 1st September 2014 to 31st January 2015.</p>	Decision refused under Section 15(1)(a)	
FOI/2017/004	19/04/2017	Journalist	Records of all payments to Fergus Heffernan, CHH Services, or RD Consult for training or other services provided during 2010 – 2017 inclusive.	Granted	26/04/2017
FOI/2017/002	24/02/2017	Other	<p>A copy of the minutes of the Comhairle / NSSB Board meeting held in 1999 at which the development plan for Co. Mayo Citizens Information Service was considered and approved.</p> <p>A copy of the 'Business Case for Restructuring of CIS and MABS' presented to CIB Board meeting on 9th December 2015.</p> <p>A copy of any further documents produced on the costs of restructuring or any cost benefit</p>	<p>Granted</p> <p>Granted</p> <p>Granted</p>	15/03/2017

			<p>analysis carried out on restructuring subsequent to 9th December 2015.</p> <p>A copy of the CIS and MABS Restructuring Committee Report, dated 17th January 2017.</p> <p>Note: the following was provided CIS & MABS Restructuring Sub-Committee Report for Board Meeting 15th February 2017</p>	Decision refused under Section 15(1)(a)	23/03/2017
FOI/2017/001	20/02/2017	Journalist	A list of external legal practitioners (solicitors/law firms and barristers) paid in 2015 and 2016 for services carried out on behalf of the Citizens Information Board.	Granted	23/02/2017
2016/001	04/03/2016	Other	Job specifications and pay scales for Information Officers and Information Providers. Analysis of the number of Information Officers and Information Providers by type.	Part-granted	10/03/2016
2016/002	16/05/2016	Other	Full details of all nominations for the Legal Services Regulatory Authority submitted by the Citizens Information Board to the Dept. of Justice and Equality, pursuant to section 9 of the Legal Services Regulation Act 2015.	Refused	
2016/003	13/06/2016	Journalist	A breakdown of payments made to companies for translating services between 1/1/13 and 31/12/15.	Granted	29/06/2016

2016/004	20/09/2016	Other	Certain statistics in relation to the number of clients seen in Swords Citizens Information Centre between January and June 2016.	Part-granted	28/09/2016
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