



20 January 2025

Email:

Dear

**FREEDOM OF INFORMATION REQUEST**

**Request No:** 33599-24  
**Subject:** Telephone Contract  
**Date Received:** 20/09/2024

Thank you for your request for information received on 20<sup>th</sup> September which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below.

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 if all the information is still the same besides the contracts dates please send just the new contract dates. It would be much appreciated.	
1. Contract Type: Maintenance, Managed, shared (If so, please state orgs)	1. Managed Service
2. Existing Supplier: If there is more than one supplier, please split each contract up individually.	2. Refusal Notice applied under Section 31(1)(a) (prevention or detection of crime). Disclosing this information could make the organisation's systems more vulnerable to exploitation, thereby prejudicing crime prevention.
3. Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider	3. £517,512
4. Hardware Brand: The primary hardware brand of the organisation's telephone system.	4. Refusal Notice applied under Section 31(1)(a) (prevention or detection of crime). Disclosure of hardware details could increase the organisation's exposure to potential cyber threats or misuse.
5. Number of telephone users:	5. 1800
6. Contract Duration: please include any extension periods.	6. 5 years plus extensions



7. Contract Expiry Date: Please provide me with the day/month/year.	7. April 2028
8. Contract Review Date: Please provide me with the day/month/year.	8. April 2027
9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.	9. Refusal Notice applied under Section 31(1)(a) (prevention or detection of crime). Sharing such information could increase the risk of exploitation, such as unauthorised access or disruption to critical communication systems.
10. Telephone System Type: PBX, VOIP, Lync etc	10. VOIP
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.	11. Managed service contract Telephony, call recording and ICCS
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.	12. This is procured through the regional PALs Tender and procurement process which has to be followed by HSC trusts. Details on process and tender notice is via that organisation.
13. Contact Detail: Of the person from within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.	13. Refusal Notice applied under Section 43(2) (commercial interests). Providing specific personal contact details could compromise the integrity and security of the organisation's digital systems. For further information, please contact BSO PaLs who assist HSCNI with tenders and procurement.
<p>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.</p> <p>If the contract is a managed service or is a contract that provides more than just telephone maintenance, please can you send me all the information specified above including the person from within the organisation responsible for that particular contract.</p>	Single Contract Managed Service, all support agreements are with prime contractor.

If the maintenance for telephone systems is maintained in-house, please can you provide me with:	Maintained via Managed service contract
1. Number of telephone Users	1. 1800
2. Hardware Brand: The primary hardware brand of the organisation's telephone system.	2. Refusal Notice – Section 31(1)(a) (prevention or detection of crime). Sharing such information could increase vulnerability to cyber threats.
3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.	3. Refusal Notice – Section 31(1)(a) (prevention or detection of crime). Sharing this data could lead to increased risk of unauthorised access or disruption.
4. Contact Detail: Of the person from with the organisation responsible for telephone	4. Refusal Notice – Section 43(2) (commercial interests). Personal contact details are withheld to safeguard operational and system security.
Also, if the contract is due to expire, please provide me with the likely outcome of the expiring contract.	Likely Outcome: Renewal through the existing procurement process.
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?	Not applicable.

<b>Exemption claimed in respect of Section 31(1)(a):</b>	
<i>Considerations in Favour of Disclosing</i>	<i>Considerations in Favour of Not Disclosing</i>
1. Promotes transparency in the management and procurement of public sector contracts.	1. Disclosure could enable malicious actors to exploit identified systems, jeopardising operational security.
2. Supports accountability in public spending and organisational governance.	2. The risk of unauthorised access to systems could compromise sensitive organisational and personal data, impacting patient safety and organisational integrity.
<i>Outcome</i>	
The risk of harm to organisational systems and stakeholders outweighs the public benefit of disclosure. Therefore, the information is withheld under Section 31(1)(a).	

<b>Exemption claimed in respect of Section 43(2):</b>	
<i>Considerations in Favour of Disclosing</i>	<i>Considerations in Favour of Not Disclosing</i>
1. Increases public understanding of how contracts are managed and service delivery is assured.	1. Disclosure of personal contact details poses risks such as phishing or targeted social engineering attacks.

2. Encourages competition and fairness in public procurement processes.	2. Sharing commercially sensitive details could undermine future procurement processes and disadvantage the organisation.
<i>Outcome</i>	
The potential harm to commercial interests and operational integrity outweighs the public benefit of disclosure. Information is withheld under Section 43(2).	

I hope the above fully assists you.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to the Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

**Email:** [ni@ico.org.uk](mailto:ni@ico.org.uk)  
**Website:** [ICO Website](#)  
**Post:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF  
**Telephone:** 028 9027 8757 or 0303 123 1114 (Belfast based Office)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <https://nias.hscni.net> Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

*(not signed – issued by email)*

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**Information Governance Team**