



5 August 2025

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 43066-25
Subject: mobile phone contract(s)
Date Received: 22/07/2025
Date of Monitoring: 23/07/2025

Thank you for your request for information received on 22nd July 2025 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.

FOI QUESTION(S)	ANSWER(S)				
1. Network Provider(s) Please confirm the name(s) of the current mobile network provider(s) (e.g. EE, Vodafone, O2/Telefonica, Three).	EE				
2. Annual Average Spend Please provide the annual average spend for each mobile network provider. If a new contract has been awarded recently, an estimated annual spend is sufficient.	£84,000				
3. Number of Connections Please provide the total number of mobile connections, broken down by: <ul style="list-style-type: none"> • Voice-only devices • Voice and data devices • Data-only devices 	<table style="width: 100%; border: none;"> <tr> <td style="width: 70%;">Voice and Data</td> <td style="text-align: right;">768</td> </tr> <tr> <td>Data Only</td> <td style="text-align: right;">1035</td> </tr> </table>	Voice and Data	768	Data Only	1035
Voice and Data	768				
Data Only	1035				
4. Contract Duration Please confirm the length of each contract and whether any extension options are included.	2 years plus 1 plus 1 extension				



FOI QUESTION(S)	ANSWER(S)
<p>5. Contract Start Date Please provide the actual contract start date(s) for each provider. (Please do not include the framework start date unless it is also the date of the signed agreement.)</p>	6/12/2024
<p>6. Contract Expiry Date Please confirm the expiry date(s) of the current agreement(s). If the contract is rolling, please specify.</p>	6/12/2028
<p>7. Contract Review Date Please indicate when the organisation intends to review or retender the mobile phone contract(s).</p>	6/12/2026
<p>8. Responsible Officer Please provide the name, job title, direct phone number and email address of the individual(s) responsible for managing this contract. If full contact details cannot be disclosed, the job title will suffice.</p>	ICT Telecoms Manager 02890400999
<p>9. Managed Service Provider (if applicable) If the mobile phone services are managed via a third-party provider, please confirm the name of the network provider, the number of connections, and the name/job title of the person responsible internally.</p>	N/A
<p>10. Aggregation Is this mobile phone contract part of a wider aggregation exercise with other organisations? If so, please specify.</p>	Not currently however this is being explored with HSCNI
<p>11. Current Tendering or Future Plans If the current contract has expired or is operating on a rolling basis, please confirm the organisation's intentions moving forward. If your organisation is currently out to tender, please provide the anticipated award date and any available details.</p>	Within contract and intentions are to explore an aggregated HSCNI mobile savings
<p>12. Recent Contract Award (if applicable) If this contract was awarded within the past three months, please provide the shortlist of suppliers who submitted bids.</p>	N/A - over 3 months

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

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)

Information Governance Team