



FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-2016-161
Key Word: ICT and Telecoms Provider Information
Subject: ICT and Telecoms Provider Information
Request: **Date Received:** 08/12/2016
Monitoring Date: 09/12/2016
Date of Response: 11/01/2017

Thank you for your request for information relating to:

Question 1

I would like to know the following details about your current provider for the following services. I would like the contract end dates, the name of the provider, and the approximate value of each contract. Furthermore I would like to know the name and contact details of the person responsible for ICT and telecoms within your organisation.

1. Mobile phones
2. Fixed line telecoms provider
3. Broadband provider
4. Audio/ video conferencing provider and maintainer
5. Telephone system provider and maintainer
6. Contact centre and inbound calls provider
7. WAN provider and maintainer
8. LAN provider and maintainer
9. Corporate network provider and maintainer
10. Data centre provider

Answer 1

<u>Type</u>	<u>Contract End Date</u>	<u>Name of Provider</u>	<u>Approximate Value</u>
Mobile Phones	March 2021	Vodafone	£100,000 per annum
Fixed Line Telecom Provider	Rolling contract while lines in use	BT	£129,000 per annum
Broadband Provider	Rolling contract while connection in use	BT	£10,600 per annum
Audio/Video Conference Provider and Maintainer	None	N/A	N/A



Telephone system provider and maintainer	March 2021	BT	£32,000 per annum
Contact centre and inbound calls provider	March 2021	BT	Costs included in figure above
WAN provider and maintainer	Rolling contract while lines in use	BT	£119,000
LAN provider and maintainer	NIAS In-House	NIAS In-House	Not Held
Corporate network provider and maintainer	NIAS In-House	NIAS In-House	Not Held
Data centre provider	March 2021	Novosco	£12,000 per 120hours

I hope the above fully assists you. 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. 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.

In the event that you require a review to be undertaken, you can do so by writing to the Finance and ICT Director, 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:

Website: ni@ico.org.uk
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 @ <http://www.niamb.co.uk>. Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

Alison Vitty

Alison Vitty (Miss)
CORPORATE MANAGER