

23rd January 2020

Tel: 028 9536 3863
Email: FOI.BSO@hscni.net

BY EMAIL

Our Ref: FOI_1159

Dear [REDACTED]

Your request for information was received on 24th December 2019 and was dealt with under the terms of the Freedom of Information Act 2000 and the Data Protection Act 2018. Please be advised that the Business Services Organisation (BSO) has now completed its search for the information you requested with regards to suppliers for IT contracts.

Please find this information below.

Contract 1

1. Current Lines (Analogue, ISDN VOIP, SIP etc.) Provider - Please can you provide me with the name of the supplier for the contract?

Answer - Virgin Media

2. Fixed Line - Contract Renewal Date - please provide day, month and year (month and year are also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

Answer - April 2020

3. Fixed Line- Contract Duration- the number of years the contract is for each provider

Answer - 12 months

**4. Type of Lines- Please can you split the type of lines per each supplier?
PTSN, Analogue, SIP**

Answer - PRI ISDN



**5. Number of Lines- Please can you split the number of lines per each supplier?
SIP trunks, PSN Lines, Analogue Lines**

Answer - 180 Channels

Contract 2

6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available please can you provide further insight into why?

Answer - Vodafone

7. Minutes/Landline Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract.

Answer - April 2020

8. Minutes Landline Monthly Spend- Monthly average spend for each provider. An estimate or average is acceptable.

Answer - £4000 approx.

9. Minute's Landlines Contract Duration: the number of years the contract is with the supplier.

Answer - 1 year

10. Number of Extensions - Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

Answer - 3500 approx.

Contract 3

11. Fixed Broadband Provider- Supplier's name if there is not information available please can you provide further insight into why?

Answer - Not Used

12. Fixed Broadband Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

Answer - Not used

13. Fixed Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.

Answer - N/A

Contract 4

14. WAN Provider- please provide me with the main supplier(s) if there is no information available please can you provide further insight into why?

Answer - BT, Virgin Media, Eir Business NI, Vodafone

15. WAN Contract Renewal Date- please provide day, month and year (month and year are also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

Answer - GP Network – July 2024

PSSN - June 2024

Other WAN circuits are on individual contracts and as such there would be too many to innumerate

16. Contract Description: Please can you provide me with a brief description of the contract

Answer - GP Network – managed service network – provides network connectivity for GP practices to HSC Network

PSSN and other WAN circuits – provides unmanaged point to point circuits connecting locations to HSC Network.

17. The number of sites: Please state the number of sites the WAN covers. Approx. will do

Answer - 265

18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.

Answer - WAN approximately £750,000

GP Network approximately £500,000

19. Internal Contact: please can you send me there full contact details including contact number and email and job title for all the contract above.

Answer – Karen Bailey – Director of Customer Care and Performance BSO

Tel no. 0300 555 0113 info.bso@hscni.net

I hope that the information provided 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.

In the event that you require a review to be undertaken, you can do so by writing to

Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ

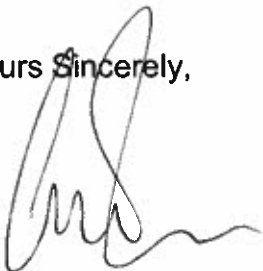
If, following an internal review, carried out by an independent decision making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate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

You can contact Information Commissioner at:

Website: www.ico.org.uk
Phone: 0303 123 1113
Email: casework@ico.org.uk
Post: Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast
BT7 2JB

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.

Yours Sincerely,



Liam McIvor
Chief Executive
BSO