

**20<sup>th</sup> May 2024**

**BY EMAIL**

**Our Ref: FOI 2183**

Dear 

Your request for information was received on 17<sup>th</sup> April 2024 and was dealt with under the terms of the Freedom of Information Act 2000. Please be advised that the Business Services Organisation (BSO) has now completed its search for the information you requested in relation to the NIMDTA's Mobile Phones contract.

Please find a response as follows:

**1. Network Provider(s) - Please provide me with the network provider name e.g., EE, Telefonica, Vodafone, Three**

Exempt from disclosure

**2. Annual Average Spend for each Network Provider - If this is a new contract, can you please provide the estimated annual spend.**

- 1 Voice charge £0.28 per SIM Per Month
- 2 Data Bundle £894.00 per month

**3. Number of Connections- Number of connections for each network provider. (Number of voices only devices, voice and data devices, data only devices) please provide me with the breakdown and not the overall total.**

1585



**4. Duration of the contract- please state if the contract also includes contract extensions for each provider.**

Contract dates update yearly

**5. Contract Start Date- please can you provide me with the start date of the signed agreement. Please do not provide me with the framework contract date I require the contract dates of the signed agreement. (if there are multiple start dates, could you please provide me with the earliest date for each provider)**

9th October 2023

**6. Contract Expiry Date- please can you provide me with the expiry date of the signed agreement. Please do not provide me with the framework contract date. I require the contract dates of the signed agreement. If the contract is rolling, please state.**

Please refer to above

**7. Contract Review Date- Please can you provide me with a date when the organisation plans to review this contract.**

Please refer to above

**8. The person in the organisation responsible for this particular contract. Can you send me the full contact details Contact Name, Job Title, Contact Number and direct email address for each network provider? If full contact details cannot be provided, please send me their actual job title.**

Ben Doran  
Interim Director of Digital Operations  
Phone: 0300 555 0113

**9.If the mobile phone contract is provided by a managed contract, please provide me with the actual name of the network provider along with the number of connections and the internal contact from within the organisation responsible for this contract.**

N/A

Please note that supplier names are considered exempt from disclosure under Section 31 of the Freedom of Information Act 2000 ('Law Enforcement'):

I should furthermore explain that ITS has been commissioned to provide ICT shared services to the wider Health and Social Care (HSC). Essential elements of the service include the security of the data held and the protection of the HSC network boundary. Section 31 is also a qualified exemption which means that the public interest test (PIT) must be considered. This involves weighing the harm resulting from possible

disclosure against the likely benefit to the wider public. A copy of PIT is attached for your reference.

In considering the PIT, I acknowledge that there may be a public interest for disclosure in line with BSO's requirement to be open and transparent in its use of public monies and provision of public services. However, while I make no suggestion that there is any malicious intent on your part; provision (and therefore publication) would be capable of making BSO, and the wider Health and Social Care, vulnerable to malicious attack. I therefore consider that the public interest in withholding this information outweighs the public interest in supplying it"

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, as the BSO, along with all other public authorities are not obliged to accept internal review requests after this period has lapsed.

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](http://www.ico.org.uk)  
**Phone:** 0303 123 1113  
**Email:** [casework@ico.org.uk](mailto: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,

*Karen Bailey*

**Karen Bailey**  
Chief Executive

## Public Interest Test (PIT)

Exemption claimed in respect of Section 31 of the Freedom of Information Act 2000 ('Law Enforcement') for disclosure of details on contracts registers

In considering this PIT, the following have been taken into account:

- the public interest in issues of accountability and transparency and in scrutinising how BSO's affairs are conducted
- the public interest in ensuring that BSO is able to protect its systems from cyber-attacks which could damage security
- the public interest in ensuring that BSO can proactively manage the risks around cyber security, for the wellbeing and safety of all its stakeholders

In favour of disclosure of information	In favour of not disclosing information
<p>Openness and transparency: it is recognised that releasing this information would provide the public with assurance that we are:</p> <ul style="list-style-type: none"> <li>• protecting our technologies;</li> <li>• spending public money responsibly, especially where this relates to the provision of public services</li> </ul>	<p>BSO hosts a vast range of software, systems and data on behalf of the wider Health and Social Care (HSC) within Northern Ireland.</p> <p>Release of this information would make BSO, and by association the wider HSC more vulnerable to crime (namely a malicious attack on BSO's network). As such release of this information would be seen to prejudice the prevention or detection of crime by making BSO more vulnerable to hacking at a given time.</p>
	<p>Under data protection legislation, BSO has a legal obligation to process personal data in a manner that ensures its appropriate security using appropriate technical or organisational measures. The release of this information is therefore a reasonable threat to the security and integrity of confidential personal data held on our systems.</p>
	<p>BSO and the wider HSC operate the majority of their services with a high dependency on IT. Many services operate almost exclusively via information held within our network infrastructure. Any disruption of BSO's network infrastructure, even for a short period would be likely to severely restrict our ability to carry out statutory functions across the wider HSC network.</p>

	<p>There is therefore an overwhelming public interest in keeping BSO's systems secure which would be served by non-disclosure.</p> <p>It has therefore been decided that the balance of the public interest lies clearly in favour of withholding the material on this occasion.</p>
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