

**5<sup>th</sup> October 2023**

**BY EMAIL**

**Our Ref: FOI 1999 & FOI 2000**

Dear [REDACTED]

Your requests for information were received on 7<sup>th</sup> July 2023 and 10<sup>th</sup> July 2023 respectively 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 Telecom Networks. Please note that as the Northern Ireland Medical and Dental Training Agency (NIMDTA) avails of a regional service provided by BSO, the same response is provided for both requests.

Firstly, please my apologies for the delay in this matter.

Please find a response as follows. I should advise that some information has been considered exempt from disclosure under Section 31 of the Freedom of Information Act 2000 ('Law Enforcement').

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 HSC'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 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.

**Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP etc)**



- 1) **Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract**  
Exempt
- 2) **Telephony/Voice Services - 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**  
April 2025
- 3) **Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions**  
3 years with the possibility of renewing for 2 years
- 4) **Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP**  
SIP
- 5) **5.Telephony/Voice Services Number of Lines / Channels / SIP Trunks- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN**  
200

**Contract 2 - Incoming and Outgoing of call services. – Not Used**

- 6) **Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why?**  
Not Applicable
- 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.**  
Not Applicable
- 8) **8.Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable. If SIP services, please provide me with the cost of services per month.**  
Not Applicable
- 9) **Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.**  
Not Applicable
- 10) **Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.**  
Not Applicable

**Contract 3 - The organisation's broadband provider. – Not Used**

**11)Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why? – Not Used**  
Not Applicable

**12)Broadband expiry I 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 expiry dates up into however many suppliers**  
Not Applicable

**13)Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.**  
Not Applicable

**Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.**

**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?**  
Exempt

**15)WAN Contract expiry 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 expiry dates up into however many suppliers**

- GP Network – June 2025
- PSSN – September 2028
- 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 for each contract**

- 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.**  
250 approx.

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

- WAN approximately £750,000
- GP Network approximately £500,000

**19)For each WAN contract can you please provide me with information on how this was procured, especially around those procurement that used frameworks, please provide me with the framework reference.**

- GP Network and other WAN circuits via NIPSSN
- Individual WAN circuits via quotes from at least three suppliers.

**20)Internal Contact: please can you send me their full contact details including contact number and email and job title for all the contracts above.**

Exempt

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**  
Chief Executive

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