

13 February 2024

Telephone Maintenance Contract

Ref	Request	Information
	Please can you send me the following contract information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and software maintenance and support if all the information is still the same besides the contracts dates please send just the new contract dates. It would be much appreciated.	
1	Contract Type: Maintenance, Managed, Shared (if so, please state orgs)	* Information withheld on basis of cyber security threat
2	Existing Supplier: If there is more than one supplier, please split each contract up individually.	* Information withheld on basis of cyber security threat
3	Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider	* Information withheld on basis of cyber security threat
4	Hardware Brand: The primary hardware brand of the organisation's telephone system.	* Information withheld on basis of cyber security threat
5	Number of telephone users:	* Information withheld on basis of cyber security threat
6	Contract Duration: please include any extension periods.	* Information withheld on basis of cyber security threat
7	Contract Expiry Date: Please provide me with the day/month/year.	* Information withheld on basis of cyber security threat
8	Contract Review Date: Please provide me with the day/month/year.	* Information withheld on basis of cyber security threat
9	Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. e.g., Contact Centre, Communication Manager.	* Information withheld on basis of cyber security threat
10	Telephone System Type: PBX, VOIP, Lync etc.	* Information withheld on basis of cyber security threat

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11	Contract Description: Please provide me with a brief description of the overall service provided under this contract.	* Information withheld on basis of cyber security threat
12	Go to Market: How were these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.	* Information withheld on basis of cyber security threat
13	Contact Detail: Of the person from within the organisation responsible for each contract full contact details including full name, job title, direct contact number and direct email address.	ICTContractManager@belfasttrust.hscni.net

If the service support area has more than one provider for telephone maintenance, then can you please split each contract up individually for each provider?

If the contract is a managed service or is a contract that provides more than just telephone maintenance, please can you send me all the information specified above, including the person from within the organisation responsible for that particular contract.

If the maintenance for telephone systems is maintained in-house, please can you provide me with:

Ref	Request	Information
1	Number of telephone Users:	* Information withheld on basis of cyber security threat
2	Hardware Brand: The primary hardware brand of the organisation's telephone system.	* Information withheld on basis of cyber security threat
3	Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system, e.g., Contact Centre, Communication Manager.	* Information withheld on basis of cyber security threat

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4	Contact Detail: Of the person from with the organisation responsible for telephone maintenance full contact details including full name, job title, direct contact number and direct email address.	Christy Donnelly Interim ICT Operations Manager Tel: 028 9024 0503 (Switchboard) Christy.donnely@belfasttrust.hscni.net
5	Also, if the contract is due to expire, please provide me with the likely outcome of the expiring contract.	* Information withheld on basis of cyber security threat
6	If this is a new contract or a new supplier, please can you provide me with a short list of suppliers that bid on this service/support contract?	* Information withheld on basis of cyber security threat

*All of this information is exempt from release under Section 31(1)(a) - Law Enforcement and Section 43 – Commercial Interests.

Section 31(1)(a) states that information is exempt if its disclosure is likely to prejudice the prevention or detection of crime. ICO guidance states that this can be used to protect information on a public authority’s systems, which would make it more vulnerable to crime. It can be used by a public authority that has no law enforcement function:

- To protect the work of one that does
- To withhold information that would make anyone, including the public authority itself, more vulnerable to crime.

Section 43(2) states that information is exempt if its disclosure would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). Disclosure of the requested information would leave Belfast Trust’s digital infrastructure at significant risk of cyber security attack. This would compromise Belfast Trust’s ability to provide Health and Care Services and carry on business-as-usual should the digital systems be compromised.

Both of these exemptions are Qualified Exemptions and are therefore subject to a Public Interest Test (PIT).

I can confirm that we have now carried out a PIT and the outcome is to maintain both exemptions and withhold the information from release.