



Resolution

8th Floor,
10 South Colonnade
Canary Wharf
London
E14 4PU
Telephone: 020 7811 2700

December 2024
FOI_6851

The following information was requested on 6 November 2024:

I am writing to submit a Freedom of Information request for information related to the organisation's contracts register, procurement strategy document, and contact details. Please find the detailed requests below:

1. Contract Register Request

I am seeking the full and entirety of the organisation's contract register or database. The register should include the following columns/headings or something similar:

- *Contract Reference -Unique reference number associated with the contract.*
- *Contract Title*
- *Procurement Category –*
- *Supplier Name*
- *Spend (Total, Annual or contract value)*
- *Contract Duration*
- *Contract Extensions*
- *Contract Start Date*
- *Contract Expiry Date*
- *Contract Description [Please provide me with as much detail as possible.]*
- *Contact Owner (Person that manages the contract register)*
- *Contact details of section 151 officer*
- *CPV codes/Pro-Class*
- *How many contracts are currently held on the contract register*

If any of the headings within your contract register has not been provided, please state this within your response.

Please provide the contract's register file in Excel format.

2. Procurement Strategy Document Request:

- *Can the organisation provide a full version of their Procurement Strategy for the fiscal year 2024-2025?*
- *If the Procurement Strategy is a strategic direction (2022-2025) instead of an annual plan, please provide an update document for 2023-2024. If an update cannot be provided, please provide information on when an update is planned to be published.*
- *We require the full document. If any parts of this document have been removed, please state this within your response.*

3. Contact Details Request:

- *Provide contact details of the person responsible for API or data sharing, including [Name, Job Title, Telephone, Email Address].*
- *Provide contact details of the person responsible for the actual contract's register, including [Name, Job Title, Telephone, Email Address].*

IMPORTANT:

In the past I have received a response from the Council and have been given a link for the contract register (Chest) which only holds 157. I have been told by the procurement department that the Council has around 700 contracts. Please can you provide me with the full contract register.

1. *If the organisation has a CRM system or a similar system, ensure there is a facility to download and extract contract data.*
2. *If providing a weblink to a portal, ensure that all contracts are included, as some organisations may only upload a small portion of their contracts.*
3. *For organisations planning to make an exemption around spend, clarify that the spend information requested is an overall figure, and a complete breakdown is not required.*

Our Response

1. Please, find NHS Resolution's contract register attached below.

Please note, we have redacted some parts of the information within the contracts' register which we are unable to disclose on the grounds of security. Please see our refusal notice below.

Please note that we do not have a section 151 Officer as we are not a local authority.

2. NHS Resolution does not have an overarching procurement strategy.
3. Emma Banton, Head of Procurement, nhsr.procurement@nhs.net.

Refusal notice

NHS Resolution is unable to disclose some of the information requested as this information is considered to be exempt from disclosure under:

Section 31 of the Freedom of Information Act 2000 – Law Enforcement

31(1) Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice:

- a) the prevention or detection of crime

We consider that disclosing the manufacturer of some of our software Provider and Cyber security solutions would be likely to materially increase the risk of successful attempts to hack our network. The information could be used by any person in the world (as is the nature of a disclosure under FOIA) particularly in conjunction with other information about our systems, to plan or prepare more sophisticated attacks.

Public Interest Test (PIT)

Public Interest considerations in disclosing the information

There is a general public interest in openness and transparency in public sector bodies which can help to maintain public trust. We recognise that there is a legitimate interest in knowing what systems we utilise, which helps to promote public confidence that the organisation maintains high levels of security.

Public interest considerations in favour of maintaining the exemption.

NHS Resolution recognises its duty to protect personal data and confidential information held on our systems, as disclosure will, in our opinion, weaken our ability to protect our stakeholders & perform our functions.

Disclosing the withheld information would mean releasing details about our systems and their security into the public domain. This could make the information accessible to criminals, by enhancing criminals' abilities to carry out cyber-attacks. It also follows that a risk to our systems will also constitute a risk to both the general public and NHS Resolution staff whose information we hold.

By withholding this information, criminals will be prevented from exploiting such information in order to target our systems or individuals.

Balance of Public Interest Test

NHS Resolution acknowledges that there is an interest in the public knowing that the organisation has adequate levels of protection in place for its IT systems, to ensure that we mitigate any risks befalling our systems on which we rely to run the organisation. We believe that ensuring the safety of our systems is paramount and on the balance of the PIT, we believe that there would be a clear causative link in disclosing the information you have requested which could expose the organisation to the risk of crime and subsequently endanger or cause harm to those whose data we hold.

NHS Resolution therefore believes that the greater public interest is in withholding this information.

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Deputy Director of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information

requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

<https://ico.org.uk/>

Contract Ref	Project/Contract: Contract Name	Contract Description	Start Date	Current End Date	Extendable?	Max Extension End Date	Current Value	Supplier	Primary Category
C101255	Risk & Compliance Software	Risk & Compliance Software (One Trust)	21/03/2022	20/03/2025	0	20/03/2025	128870	Barrier Networks	Data Software licences
C101293	Managed Back Up ██████████	Managed Back Up ██████████	31/03/2022	31/03/2025	0	31/03/2025	308474	BYTES SOFTWARE SERVICES LIMITED	Software maintenance and support
C102369	Microsoft Dynamics Business Central Support Services	Microsoft Dynamics Business Central Support Services	31/03/2022	30/03/2025	1	30/03/2026	319606	Tisski Ltd	IT/IS Consultancy
C102733	Maternity eLearning (ELFH)	STA for Digital Events Training project provided by Health Education England using the eLearning for healthcare (elfh) platform- Maternity eLearning	18/05/2022	17/05/2025	0	17/05/2025	28284	Health Education England	Professional training and development
C103194	LinkedIn Recruiter Licence	STA_12 HR LinkedIn Recruiter Licence	15/07/2022	14/07/2025	0	14/07/2025	151000	LinkedIn	Recruitment Advertising Services
C104650	Tenable Vulnerability Management	Provision of Tenable Licences	04/10/2022	03/10/2025	0	03/10/2025	124769.84	CARETOWER LTD	Data Software licences
C106492	Behavioural Assessment Contract WPG	Professional services to conduct behavioural assessments.	12/10/2022	11/10/2025	1	11/10/2025	164000	Work Psychology Group	Medical Assessment Forms Records Tests
C106495	Behavioural Assessment Contract Edgecumbe	Professional services to conduct behavioural assessments.	12/10/2022	11/10/2025	1	11/10/2025	194620	Edgecumbe Consulting Group	Medical Assessment Forms Records Tests
C117777	Surveillance	Provision of surveillance services as required in the defence of claims	01/12/2022	30/11/2025	1	30/11/2027	0	Robertson & Co (investigations) LTD	Security surveillance and detection
C120327	Apprenticeships	Apprenticeship service delivery	01/11/2022	31/03/2025	0	31/03/2025	76500	BPP Professional Education Ltd	Training & Education Services
C120719	Diligent Software	Software to aid Board minutes	29/08/2018	28/08/2025	1	28/08/2028	50000	Diligent Boardbooks Limited	Data Software licences
C123710	Modern Data Centre Services	Services that cover multicloud and hybrid cloud scenarios such as VMware, AWS and Azure. Customers can plan there on premises hardware refresh and cloud strategy from a single holistic assessment.	13/01/2023	12/01/2026	1	12/01/2028	146371.44	TRUSTMARQUE SOLUTIONS LIMITED	Software maintenance and support
C127919	MentiMeter Subscription	Provision of a 2 year subscription to MentiMeter	25/01/2023	24/01/2025	0	24/01/2025	5850	Mentimeter AB (publ)	Data Software licences
C127943	Microsoft ESA & SCE Licenses	Provision of Microsoft Licenses	01/02/2023	31/01/2026	0	31/01/2026	1706294.88	TRUSTMARQUE SOLUTIONS LIMITED	Data Software licences
C141076	Business Travel & Accommodation Booking	Business travel services	24/02/2023	23/02/2027	1	23/02/2028	332000	Corporate Travel Management	Business Travel
C153375	Simulations Agreement	The simulation services will be used to support and supplement our clinical performance assessments (CPA). The purpose of a CPA is to provide an independent view on the clinical performance of the practitioner.	20/03/2023	20/03/2026	1	20/03/2027	12500	BARTS HEALTH NHS TRUST	Medical Assessment Forms Records Tests
C161820	Firewall	Provision of Firewall premium support	27/03/2023	26/03/2025	1	26/03/2026	337871	BYTES SOFTWARE SERVICES LIMITED	Software maintenance and support
C162903	Cabinet space at Spring & Cody Parks	Rental of 20kw of cabinet space at Spring park Data Centre & 24kw at Cody park	01/06/2023	31/05/2026	0	31/05/2026	408460.65	Crown Hosting Data Centres Limited	Software maintenance and support
C173822	Quality assured professional appraisals	Quality assured professional appraisals service	02/05/2023	01/05/2026	0	01/05/2026	3000	MEDSU Ltd	Medical Assessment Forms Records Tests
C177591	Cost Lawyers	Provision of Cost Lawyers service	01/06/2023	31/05/2025	1	31/05/2026	7500000	Hill Dickinson LLP	Legal services
C177592	Cost Lawyers	Provision of Cost Lawyers service	01/06/2023	31/05/2025	1	31/05/2026	7500000	KEOGHS LLP	Legal services
C186997	Loss Adjuster Services	A claims handling service for property damage and loss under the Property Expenses Scheme (PES).	16/04/2023	15/04/2025	1	15/04/2027	360000	Gallagher Bassett International Limited	Insurance Services
C189078	Mural Subscription	Provision of Mural licenses to enable online collaboration	30/03/2023	01/04/2025	0	01/04/2025	13566	Tactivos, Inc. d/b/a MURAL	Data Software licences
C192893	Adobe Licencing	Acrobat Pro for teams Captivate for teams Creative Cloud for teams	24/04/2023	23/04/2025	1	24/04/2027	66180	TRUSTMARQUE SOLUTIONS LIMITED	Data Software licences
C194814	Remote Access Licencing	██████ Connect provides borderless connectivity with ████████ web enabled remote access solutions. The solution secures access to devices outside LANs without maintaining open port or VPNs and by encrypting communication tunnels.	28/06/2023	31/03/2025	1	30/03/2027	13472.15	GREY MATTER LTD	Computer Software Licences
C214324	PRCA Apprenticeships	Public relations and communications assistant (level 4) course	10/08/2023	09/04/2025	0	09/04/2025	9000	Oxford Professional Education Group	Training & Education Services
C215253	HSCN RAS Tokens	HSCN Remote Access Soft Tokens	21/09/2021	20/09/2025	1	20/09/2026	22000	EXPONENTIAL-E LIMITED	Data Software licences
C220140	Pega Migration Team	provision of a team of data engineers / architects on a Contract to hire basis	06/11/2023	05/11/2025	0	05/11/2025	889700	Labb Ltd	IT/IS Consultancy
C221301	Ivanti Device and Application Control (DC Only) Maintenance, powered by HEAT	Ivanti Device and Application Control (DC Only) Maintenance, powered by HEAT	30/11/2023	29/11/2024	0	29/11/2024	9392	SOFTCAT PLC	Data Software licences
C225993	Analysis Software	Organises qualitative data to aid in its analysis	20/11/2023	19/11/2024	0	12/11/2024	250	MAXQDA Software	Data Software licences
C228201	Insights and Dashboard media reporting	Insights and Dashboard media reporting	01/01/2024	31/12/2025	0	31/12/2025	21123	Signal AI	Staff & Patient Consulting Services & Expenses
C234484	PR Manager	Maintains the contact details of journalists.	01/01/2024	31/12/2025	0	31/12/2025	3500	PRgloo Limited	Staff & Patient Consulting Services & Expenses
C234504	Payments software	Payment transaction software maintenance	21/12/2023	20/12/2024	0	20/12/2024	770	BOTTOMLINE TECHNOLOGIES LIMITED	Data Software licences
C234541	Legal Information resource	Subscription to Lexis Personal Injury database	22/02/2024	22/02/2025	0	20/12/2024	1736	Lexis Nexis	Staff & Patient Consulting Services & Expenses
C236946	Vyond Animation Software	Animation Catalogue	01/02/2024	31/01/2025	0	31/01/2025	884	PHOENIX SOFTWARE LTD	Data Software licences

C237011	Secure Web Gateway		01/02/2024	31/01/2025	0	31/01/2025	4249.77 TRUSTMARQUE SOLUTIONS LIMITED	Data Software licences
C243752	Collection, Repair and Return Service of IT Equipment	Collection, Repair and Return Service of IT Equipment	26/01/2024	25/01/2028	0	25/01/2028	12640 Creative IT UK Ltd	ICT Repair and Maintenance
C244010	Figma Design	Web based software enabling designers to create and publish asset libraries	03/01/2024	02/01/2025	0		1318 Figma, INC	Data Software licences
C244467	PTX HSN Certification renewal		03/04/2024	02/04/2027	0	02/04/2027	4031 BOTTOMLINE TECHNOLOGIES LIMITED	Data Software licences
C246165	Matrix Booking System	Office desk booking system	01/02/2024	07/12/2024	0	07/12/2024	6430 MATRIX BOOKING LIMITED	Data Software licences
C246664	Webexpenses	Business expense system	12/02/2024	11/02/2027	0		18648 Webexpenses	Data Software licences
C246669	Zoho ManageEngine licence portfolio renewals	ZOHO Software	12/02/2024	31/10/2025	0	31/10/2025	11331 Zoho Corporation B.V	Data Software licences
C246751	Sharegate Migration Tool	A Migration Tool required for moving content from Connect Intranet to the central NHS England platform	22/01/2024	21/01/2025	0	21/01/2025	7029 TRUSTMARQUE SOLUTIONS LIMITED	Data Software licences
C247433	Get Address	Address lookups	19/02/2024	18/02/2025	0		220 Codeberry	Data Software licences
C248124	NetApp	Software and Maintenance for data applications	13/02/2024	12/02/2025	0		22192.66 SOFTCAT PLC	Data Software licences
C249168	File Compression software	File Compression software	03/02/2024	02/02/2025	0	02/02/2025	5640 GREY MATTER LTD	Data Software licences
C250524	Mobile Voice and Data	Mobile telephony contract	14/02/2024	13/02/2026	0	13/02/2028	18636 BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY	Telecoms Facilities and Services
C251292	Atlassian/Jira license renewal	Tracking of development and test, and documenting development.	22/02/2024	21/02/2025	0	21/02/2025	57614 SOFTCAT PLC	Data Software licences
C251676	Internal Audit	Audit services	01/04/2024	31/03/2027	1	31/03/2028	323600 RSM UK RISK ASSURANCE SERVICES LLP	Networking - Unclassified
C253926	Supply of Laptops and support	Supply of Laptops and support	13/03/2024	12/03/2027	0	12/03/2027	90370 GETECH LIMITED	Portables Laptops & Handheld Integrated Systems
C254237	Enterprise licences to Build tech skills that stick with tailored learning	Enterprise licences to Build tech skills that stick with tailored learning	31/03/2024	30/03/2026	0	30/03/2026	34895 Pluralsight, LLC	Data Software licences
C254837	Subscription for IT Membership	Subscription for IT Membership	01/04/2024	31/03/2026	0	31/03/2026	7450 BCS, The Chartered Institute for IT	Data Software licences
C256258	Smart Deploy	Software Solution to assist with Laptop set up	31/03/2024	31/03/2025	0		8562 PHOENIX SOFTWARE LTD	Data Software licences
C257903	Privilege Management Solution	Manage privileged access & credentials	25/03/2024	24/03/2027	0	31/12/2035	155292 BYTES SOFTWARE SERVICES LIMITED	IT software package
C260603	Nursing Times Subscription	Nursing Times Subscription	18/03/2024	17/03/2025	0		517 emap Publishing Limited	Software-related services
C264081	Zendesk Sweethawk (Add on)	Suite of applications within the Zendesk Platform	21/02/2024	20/02/2025	0	20/02/2025	5762 Zendesk Uk Ltd	Data Software licences
C264521	Maternity Academic Partner	A detailed evaluation of Process and Impact for both the ENS & MIS evaluations	20/03/2024	19/03/2026	0	19/03/2026	171587 CAMBRIDGE UNIVERSITY TECHNICAL SERVICES LIMITED	Research and development services and related consultancy services
C265327	Directory Manager Solution	Directory Manager provides direct integration with ESR and other systems that provide identity information needed to automate handling of starters, changes and leavers. T	15/04/2024	14/08/2025	0	14/08/2025	13979 INSIGHT DIRECT (UK) LTD	Data Software licences
C282338	Doc Search Licence, Support and Maintenance	Doc Search Licence, Support and Maintenance	23/03/2024	23/03/2026	1	23/03/2026	388620 ACCENTURE (UK) LIMITED	Software package and information systems
C285512	Applicant Tracker System	Job application tracking solution	16/05/2024	15/05/2026	0	15/05/2029	31690 Jobtrain	Software package and information systems
C289166	Altova MapForce Enterprise licence	Graphical data mapping tool for mapping, converting, and transforming files	02/08/2024	01/08/2025	0	01/08/2025	814.41 PHOENIX SOFTWARE LTD	Data Software licences
C291410	Project Portfolio Management System	Project Portfolio Management System	24/06/2024	23/06/2026	1	23/06/2029	36930.67 BYTES SOFTWARE SERVICES LIMITED	Software package and information systems
C291449	Asset Management Software	Asset Management Software	01/07/2024	30/06/2025	0	30/06/2025	3250 MRI SOFTWARE LIMITED	Data Software licences
C298844	NetApp upgrade and Maintenance	Software and Maintenance for data applications	01/08/2024	31/07/2027	0	31/07/2027	99941.03 SOFTCAT PLC	Server Hardware
C300748	Veeam Back-Up 0365 licence renewal	Storage, secure backup and instant recovery of data	07/08/2024	06/08/2026	0	06/08/2026	25773.21 PHOENIX SOFTWARE LTD	Data Software licences
C300764	Learning software licences and storage renewal	Learning software licences and storage renewal	15/08/2024	14/08/2027	0	14/08/2027	13492 GOMO Learning	Data Software licences
C300797	Barracuda Load Balancer licence renewal	Software to distribute traffic for efficient use of server resources and employs server failover for high availability	14/08/2024	13/08/2026	0	13/08/2026	7712 SOFTCAT PLC	Data Software licences
C303288	Lansweeper software	Network visibility	21/07/2024	20/07/2025	0	20/07/2025	2148 Cleverbridge Gmbh	Data Software licences
C306838	Server & Client antivirus software	Antivirus software	21/09/2024	20/09/2025	1	20/09/2027	22473 Integrity360 Ltd	Data Software licences

C307705	ICT Peripherals	ICT hardware	17/09/2024	16/12/2024 0	16/12/2024	7400 CCS MEDIA LIMITED	Computer Peripherals Terminals Monitors & Screens
C307712	ICT Peripherals	ICT hardware	17/09/2024	16/12/2024 0	16/12/2024	1220 GETECH LIMITED	Computer Peripherals Terminals Monitors & Screens
C307713	ICT Peripherals	ICT hardware	17/09/2024	16/12/2024 0	16/12/2024	1392 SPECIALIST COMPUTER CENTRES PLC	Computer Peripherals Terminals Monitors & Screens
C308775	SmartSurvey	Building and issue of surveys internally	30/09/2024	29/09/2025 0	29/09/2027	1800 SMARTSURVEY LTD	Data Software licences
C312862	DDaTT training provider	Various training for DDaTT staff	02/12/2024	01/12/2025 0	01/12/2025	29166.3 THE KNOWLEDGE ACADEMY LIMITED	IT Training
C316498	H&S training	Up to 5 courses of Health and Safety training	28/10/2024	28/10/2025 0	28/10/2025	525 iHASCO Ltd	Training & Education Services
C317797	External website maintenance	Maintenance of NHSRs external website	12/11/2024	11/05/2025 0	11/05/2025	13980 Littlebird Web Services	Website Development and Maintenance
C318703	Ivanti device & application control maintenance	Website development and maintenance	30/11/2024	29/11/2025 0	29/11/2025	7399 SOFTCAT PLC	Data Software licences
C321120	Accusoft PrismDoc viewer	Secure document viewing and processing	20/12/2024	22/12/2025 0	22/12/2026	17940 SOFTCAT PLC	Data Software licences
C43142	Support and Maintenance of IT systems	Support and Maintenance of IT systems NHSR_86	17/09/2017	31/01/2025 1	31/01/2025	3109415.67 Dorset Software Services Limited	Software maintenance and support
C43157	Payroll and Pension System	Payroll and Pension System NHSR_21	01/03/2020	28/02/2025 1	28/02/2025	254498.44 SHARED BUSINESS SERVICES LIMITED	Finance Accounting Payroll & Payment Services
C43166	Accenture Top Up Services Agreement	Accenture Top Up Services Agreement NHSR_70	02/12/2020	01/01/2026 0	01/01/2026	1 ACCENTURE (UK) LIMITED	IT/IS Consultancy
C43216	Cloud Telephony (MS Teams direct routing)	Cloud telephony (MS Teams direct routing)	01/09/2020	31/08/2025 1	01/09/2025	112410 GAMMA TELECOM LTD	Software maintenance and support
C43334	Occupational Health and Employee Assistance Programme Services	Occupational health and employee assistance programmes for the organisation	18/12/2023	17/12/2025 0		90000 PAM WELLBEING LIMITED t/a Pam Assist	Staff Health and Safety
C44180	Core Systems Programme	Provision of a new core system (and associated software) The Erwin tool will aid in efficiently using reverse engineer capability to present NHSR Meta Data map and make it accessible to DE Team and through web portal facility to the organisation at large.	13/09/2021	12/09/2026 1	12/09/2028	8406921.13 ACCENTURE (UK) LIMITED	Software maintenance and support
C57018	Erwin Data Modeler & Data Intelligence Software		06/12/2021	05/12/2024 0	05/12/2024	39147 SANDHILL CONSULTANTS LIMITED	Data Software licences
C57399	Core Systems Quality Assurance Partner	Quality Assurance services to support Core Systems	20/12/2021	31/03/2025 0	31/03/2025	94500 TIAA LTD	IT/IS Consultancy
C63582	Legal Services Framework	Framework Agreement for legal services	01/03/2022	28/02/2025 1		579000000	Legal Consultancy
C66786	Managed Vulnerability Scanning	NCC Managed Vulnerability Scanning	10/12/2021	09/12/2024 0	09/12/2024	36660 NCC	IT/IS Consultancy
C67486	██████ Software	Provision of ██████ for cloud based web filtering on our client machines	01/03/2022	28/02/2025 0	28/02/2025	73737.05 SOFTCAT PLC	Data Software licences
C75636	Zendesk Licences	Provision of Zendesk licences	21/02/2022	20/02/2025 1	20/02/2026	277695 Zendesk Uk Ltd	Data Software licences
C75643	Connectivity Services	Provision of Connectivity Services	25/03/2022	24/03/2025 1	24/03/2027	166920 M247	Software maintenance and support
C75665	Office Supplies Contract	Supplier of Stationary and Office Supplies	14/02/2022	13/02/2025 1	13/02/2026	40000 BANNER GROUP LIMITED	Paper Items & General Stationery Sundries
C80018	Online Database Subscription	Provision of Lawtel Subscription	01/06/2022	31/05/2025 0	31/05/2025	42009 THOMSON REUTERS (PROFESSIONAL) UK LIMITED	Software-related services
C97684	Booking Solutions Venues & Events	Venue and Event booking solution	28/03/2022	31/03/2026 1	30/03/2027	106668 CALDER CONFERENCES LIMITED	Event services