



Resolution

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February 2021
FOI_4915

The following information was requested on 8 January 2021:

All or some of the information provided previously has expired, I require an update on the questions below.

See my request below:

Contract 1

- 1. Current Lines/Voice Services (Analogue, ISDN VOIP, SIP etc.) Provider- Please can you provide me with the name of the supplier for the contract.*
- 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*
- 3. Fixed Line- Contract Duration- the number of years the contract is for each provider*
- 4. Type of Lines- Please can you split the type of lines per each supplier? PSTN, Analogue, SIP*
- 5. Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines*

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?*
- 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.*
- 8. Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable.*
- 9. Minute's Landlines Contract Duration: the number of years the contract is with the supplier.*
- 10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.*

Contract 3

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

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*

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

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?*

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*

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

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

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

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.*

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

Our Response

Contract 1

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

Various lines with BT (Analogue), Mainstream Digital (Analogue) & Gamma (SIP)

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.*

Gamma – September 2020 to September 2023
BT –monthly rolling

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

See above

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

**Direct Routing – Gamma
Analogue - BT**

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

**Analogue BT (approx. 120)
Gamma Direct Routing extensions approx. 650**

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?*

Gamma - Direct Routing

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.*

Unlimited calls subject to fair usage policy of 2000 mins per user

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

Estimated Year 1 £36,000 + VAT

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

36 months

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

Gamma Direct routing extensions approx. 650

Contract 3

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

BT & Virgin

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.

Various over 150 connections with majority on rolling contract.

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

Approx. £14,000 per quarter (including calls)

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?

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

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Section 31 – 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 our *WAN Provider* 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 –

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 information requested 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 (PIT)

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.

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.*

WAN1 – April 2020 (Monthly rolling)
WAN2 – November 2020 (Monthly rolling)
WAN3 – June 2021
WAN4 – June 2021
WAN5 – June 2021
WAN6 – March 2020 (Monthly rolling)

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

Internet services

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

4 Sites

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

Estimated £80,000

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.*

Some legacy contracts with existing suppliers
Some contracts with existing suppliers due to service features and support

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

Amit Panchal, Deputy Head of IT & Facilities, amit.panchal@resolution.nhs.uk

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](#), Head 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:

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Water Lane
Wilmslow
Cheshire
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