

Date: 05 November 2024  
Our ref: K: FOI/Ref: 2024-000354  
Email: [NSS.DevServicesFOI@nhs.scot](mailto:NSS.DevServicesFOI@nhs.scot)

**Freedom of Information Reference: FOI-2024-000354 – Cloud Based Telephony suppliers.**

I refer to your freedom of information request that we received on 14 October 2024 requesting the following information.

**Please could you provide information on which cloud-based telephony suppliers feature on health board approved frameworks and could you provide a link to the list?**

We have now completed the search of our records and can provide you with the following information:

Under Section 17 of the Freedom of Information Act, 2002 (FOISA) an organisation does not have to provide that information if it does not hold it. NHS National Services Scotland (NSS) does not hold this information as NSS have no such framework for internal use.

NSS currently use 8x8 UK Ltd as a Cloud based telephony solution. This was awarded via a G-Cloud agreement during the Covid-19 pandemic. G-Cloud is managed by the UK Government - Crown Commercial Services and has thousands of suppliers. There is a Scottish Government Dynamic Purchasing System (DPS) for Telephony and Communication services which is open to be used by all Scottish Public sector bodies. The link below contains guidance on how to use it and a list of suppliers who have been added to the DPS.

[Telephony and communication services - dynamic purchasing system: guidance - gov.scot](#)

I trust you will find the information of assistance and if you require any further information, please do not hesitate to contact me.

If you are unhappy with any aspect of how we have dealt with your request, you can make representations to us asking us to review the handling of your request. Please write to the Associate Director Governance and Board Services (Board Secretary) at the email address [nss.foi@nhs.scot](mailto:nss.foi@nhs.scot) within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online application form](#).

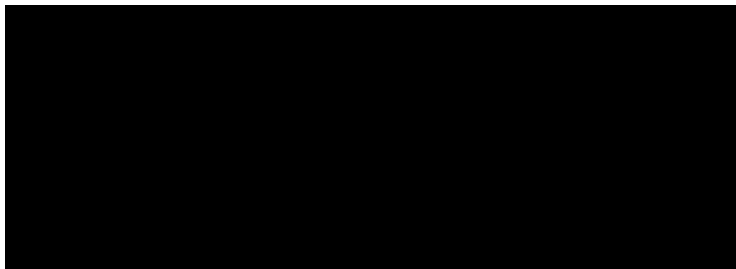
If you have any queries about this letter, please contact me at the above address.

Yours sincerely,



Chair Keith Redpath  
Chief Executive Mary Morgan

*NHS National Services Scotland is the common name of the  
Common Services Agency for the Scottish Health Service*



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Chief Executive        Mary Morgan

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