

FOI REF: 23/081

12th May 2023

Tel: 0300 131 4500

Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

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.**

NTT.

- 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**

1st April 2024.

- 3. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.**

1st April 2024.

- 4. Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP**

SIP Trunks from OPUS.
ISDN by Maintel.

31st August 2023.
1st April 2024.

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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**

180 SIP Trunks supplied by Opus. 31st August 2023.

Contract 2 - Incoming and Outgoing of call services.

6. **Minutes/Landline Provider - Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why?**

VOIP system supplied by NTT utilising Opus supplied Gamma SIP trunks.

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.**

1st April 2024.

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.**

Maintel	£8,433	per month average
Opus	£4,720	per month average
GCI	£445	per month average

9. **Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.**

5 years 2 x 1 year extension options.

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

Approximately 4000 extensions.

Contract 3 - The organisation's broadband provider.

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

The Trust does not use broadband.

12. **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.**

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?

BT COIN
OPUS – other WAN services

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

31st August 2023.

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

WAN and Network associated services.

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

26.

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

Opus £7,615 Annual charge
BT £146,055 Annual charge

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.

Framework: Crown Commercial Network Services 2 Ref = RM 3870.

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.

Andy Bissenden
Associate Director of Digital
andy.bissenden@nhs.net

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If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Linda Thornhill (Mrs)
Corporate Governance Manager
esh-tr.foi@nhs.net