

20 August 2018

Freedom of Information Request – Ref: FOI 101-1819

Thank you for your recent Freedom of Information request about Trust Telecoms and Networks. Please find the Trust's response below.

Contract 1

1. **Current Lines (Analogue, ISDN VOIP, SIP etc) Provider- Please can you provide me with the name of the supplier for the contract.**
 1. **SIP Lines provided by Gamma**
 2. **ISDN Provided by Virgin**
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**
 1. **Gamma SIP Lines: 31st March 2021**
 2. **Virgin ISDN: Rolling 1 month Contract (end of month); to be ceased**
3. **Fixed Line- Contract Duration- the number of years the contract is for each provider**
 1. **Gamma SIP Lines: 3 years**
 2. **Virgin ISDN: Rolling 1 month (end of month)**
4. **Type of Lines- Please can you split the type of lines per each supplier? PTSN, Analogue, SIP**
 1. **Gamma: SIP Lines**
 2. **Virgin: 1x ISDN 30**
5. **Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines**
 1. **Gamma SIP: 2x 30/100 90 channel (active/passive)**
 2. **Virgin 1x ISDN 30 channel**

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?**
 1. **Gamma SIP: 5000 Landline minutes per channel (450,000) and 2000 Mobile minutes per channel (180,000)**
 2. **Virgin ISDN: None – Call charges applied**
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.**
 1. **Gamma SIP: 31st March 2021**
 2. **Virgin ISDN: Rolling 1 month (end of month)**
8. **Minutes Landline Monthly Spend- Monthly average spend for each provider. An estimate or average is acceptable.**
 1. **Gamma SIP: ~90,000 Landline, ~90,000 Mobile**
 2. **Virgin ISDN: ~1500**
9. **Minute's Landlines Contract Duration: the number of years the contract is with the supplier.**
 1. **Gamma SIP: 3 years**

2. Virgin ISDN: No minutes contract

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

1. 2400

Contract 3

11. Fixed Broadband Provider- Please can you provide me with the name of the supplier for the contract.

1. Virgin Media

12. Fixed Broadband 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

1. Rolling monthly

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

1. £2500.00

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?

1. BTN3

2. Udata (part of Capita)

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

1. 5 Years for some Core Circuits – JULY

2. Annual for the majority – Dependant on the commissioning date of the circuit (variable x 55)

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

1. Provision of Managed WAN Services

2. Provision of HSCN (Replacement N3) Services

3. Supplier of Cisco Hardware and Maintenance (Break/Fix)

4. Provision of Network Monitoring

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

1. 55

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

1. £138k

19. If the following contract is in relation to N3 can you please provide me with details on when the Trust is planning to migrate to the HSCN contract.

1. HSCN is expected to be available to migrate to around October 2018

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

Martyn Hebborn, Deputy Head of IT Operations & Development, Gloucestershire Hospitals NHS Foundation Trust

martyn.hebborn@nhs.net

Should you have any queries in relation to our response in this letter, please do not hesitate to contact me. If you are unhappy with the response you have received in relation to your request and wish to ask us to review our response, you should write to:-

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Assistant Trust Secretary,

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GLOUCESTER GL1 1LY
Tel: 01452 894165
E-mail: anna.hilditch@nhs.net

If you are not content with the outcome of any review, you may apply directly to the Information Commissioner's Office (ICO) for further advice/guidance. Generally, the ICO will not consider your case unless you have exhausted your enquiries with the Trust which should include considering the use of the Trust's formal complaints procedure. The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

Lisa Evans

LISA EVANS
Information Governance Officer
²gether NHS Foundation Trust

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or write to: OPSI, 102 Petty France, London SW1H 9AJ.