

## Freedom of Information Act 2000 disclosure log entry

### Reference

23-24133

### Date sent

19/07/23

### Subject

Telephony/Voice Services

### Details of enquiry

I would like to submit a new FOI request.

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

#### **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.
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
3. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.
4. Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP
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

#### **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?
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. If SIP services, please provide me with the cost of services per month.
9. Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.
10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

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

**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?
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 for each 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 their full contact details including contact number and email and job title for all the contracts above.

## Response sent

We have taken our response to your previous request, 22-23217 Telephony/Voice Services sent to you on 14/06/22 and have updated it where appropriate. Our amendments are shown in bold font, and expired data has been crossed out, but still remains visible.

**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.

- a) BT quarterly rolling
- b) Ultima May 2022 to April 2023 extended to December 2023**
- c) Convergence April 2022 to March 2023 extended to December 2023**

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

- a) BT quarterly rolling contract various
- ~~b) Insight Direct (UK) Ltd April 2023~~
- d) Convergence March 2023 extended to December 2023**
- c) Ultima April to December 2023**

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

- a) BT quarterly rolling contract
- ~~b) Insight Direct (UK) Ltd annual~~
- c) Convergence 6 month contract**
- d) Ultima 6 month contract.**

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

- a) SIP Insight Direct Ltd
- b) PSTN BT and Convergence

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

4 SIPS, totaling 45 channels

**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?

Circa 5000/month minutes included in contract

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.

See response to Q2 above

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.

This is included in our contracts

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

We do not have separate contracts for landline minutes

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

1200

**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?

- a) Wavenett
- b) Ultima – 5i

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

Wavenett December 2022

Ultima Business Services ~~April 2023~~ **December 2023**

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

Circa £15k

**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?

HSCN Services - Nasstar

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

19 July 2025

16.Contract Description: Please can you provide me with a brief description for each contract  
**Provision of a primary and secondary line with back up for clinical and corporate use**

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

18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.  
**Circa £35k**

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 Call off: CCS RM3825**

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.  
[procurement@tavi-port.nhs.uk](mailto:procurement@tavi-port.nhs.uk)