



**Maidstone and  
Tunbridge Wells**  
NHS Trust

Ref: FOI/GS/ID 8334

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone, Kent  
ME16 9QQ  
Email: [mtw-tr.foiadmin@nhs.net](mailto:mtw-tr.foiadmin@nhs.net)  
[www.mtw.nhs.uk](http://www.mtw.nhs.uk)

17 January 2024

## **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Telecom and Networks.

*You asked: All questions are shown as received by the Trust.*

*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 expiry / 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 expiry 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 expiry 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 expiry 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.

Trust response:

<b>Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP etc)</b>	
1. Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.	1. Block
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	2. Collaboration EA 01/01/2021 to 31/12/2024 Collaboration Managed Service 30/06/2023 Annual
3. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.	3. As per question 2
4. Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP	4. SIP Services

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	5. SIP service - 400 channels
<b>Contract 2 - Incoming and Outgoing of call services.</b>	
6.Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why?	6. Gamma
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.	7. March 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.	8. Exemption 43 is being applied to this question
9.Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.	9. 36 months
10.Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.	10. Circa 11.3K
<b>Contract 3 - The organisation's broadband provider.</b>	
11.Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why?	11. Block / ADEPT
12.Broadband expiry I 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 expiry dates up into however many suppliers	12. Rolling contract(s) BLOCK Dec 2023 and ADEPT July 2024
13.Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.	13. The Trust is unable to split this into the level of detail requested.
<b>Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.</b>	
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?	14. HSCN and WAN connectivity is provided by Adept and some WAN connectivity is provided by Custodian Data Centres
15.WAN Contract expiry 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 expiry dates up into however many suppliers	15. Annual rolling

<p>16.Contract Description: Please can you provide me with a brief description for each contract</p>	<p>16.  1) (HSCN) Adept were the successful bidder for a joint invitation to tender to replace N3 services for Dartford and Gravesham NHS, Medway Foundation NHS, East Kent Hospitals NHS, Kent Community NHS and Kent and Medway Partnership NHS as well as MTW. The contract provides both point-to-point circuits as well as MPLS connectivity via copper and fibre circuits to satisfy each Trust's requirements for access to HSCN, the Internet, inter and intra Trust connectivity. The Custodian Data Centre contract provides MTW with 2x 1Gig EAD and 3x 10Gig OSA point-to-point circuits  2) Custodian - G Cloud 10 call off contract (Custodian data centres network as a service)</p>
<p>17.The number of sites: Please state the number of sites the WAN covers. Approx. will do.</p>	<p>17. 10</p>
<p>18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.</p>	<p>18. I have been unable to obtain this information. If you still require this data can you please let me know and I will continue to chase.</p>
<p>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.</p>	<p>19. Custodian was done on quotes and HSCN was a joint procurement run by East Kent</p>
<p>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.</p>	<p>IT Director  <a href="mailto:sue.forsey@nhs.net">sue.forsey@nhs.net</a></p>