

Ref: FOI/GS/ID 7225

Please reply to:
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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:

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.

Trust response:

Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP etc)
1. Gamma Telecoms and Virgin Media
2. Gamma is a monthly fixed fee and Virgin media costs are cost per line
3. Gamma - annual rolling
4. Gamma 2 SIP Trunks Virgin media 1350 PSTN lines
5. Gamma 2 SIP Trunks Virgin media 1350 PSTN lines

Contract 2 - Incoming and Outgoing of call services.
6. Gamma Telecom Virgin Media
7. Gamma - annual rolling contract Virgin Media - Each line has gone past their fix contract period and are on a rolling contract with a minimum notice period of 45 days
8. Average annual spend is £200k that include line rental. Whilst VMB show line rental and call charges separately on each bill the Trust finance department pay them as a single bill.

9. Gamma - annual rolling
10. circa 7000

Contract 3 - The organisation's broadband provider.
11. The Trust does not have a broadband supplier we have dedicated circuits
12. Not applicable - no dedicated Broadband supplier
13. Not applicable - no dedicated Broadband supplier

Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.
14. HSCN and WAN connectivity is provided by Adept and some WAN connectivity is provided by Custodian Data Centres
15. 1) Adept - commencement date July 2018 with initial period of 60 months (36 months primary term with the option to extend further for a period of 24 months) 2) Custodian - commencement date 01/10/2018 and is valid for 24 months +12 months +12 months
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)
17. Circa 10 sites
18. Adept – annual average 210,584.40 Custodian – annual average 167,472

19. Custodian was done on quotes and HSCN was a joint procurement run by East Kent
20. Head of IT -darren.twort@nhs.net