



Freedom of Information Team
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Date: 23/05/2022

Ref: 21-22 657

Freedom of Information request

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 22/03/2022. Please see responses to your requests 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.

The Trust's telephony services is provided via the Trust's PFI contract. The Trust's PFI service provider Equans is in the process of replacing the existing ISDX (Integrated Services Digital Exchange and Digital Network) system and also replacing the incoming and outgoing ISDN lines. The supplier of the new hardware is Maintel and the installation process is also being carried out by Maintel.

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.

Not applicable.

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

The contract is for three years.

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

The new service is VOIP over Trust IT network using SIP lines and the supplier is Maintel.

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.

BT currently supply the ISDN lines.

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?**

The new SIP's are being provided by Maintel

- 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.**

The contract is due for renewal in December 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.**

The Trust use SIP services provided by Maintel which cost £1000 Monthly.

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

Contract duration is 3 years with option to extend.

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

The Trust has approximately 3500 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 broadband provider is Virgin Media.

- 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.**

The Trust's circuits are on rolling contracts with renewal dates between August 2022 and April 2023

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

The Trust spends approximately £44,000 per annum.

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?**

The main suppliers of the Trust's WAN services are BT, Adept and Telefonica.

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?

BT's Initial contract term was 3three years and is due to expire in July 2022, this contract has now been extended to 31st March 2024.

The Adept contract commenced on 1st January 2019 and is due for renewal on 31st Dec 2022.

The Telefonica contract commenced on – 1st February 2020 - 31st Jan 2023.

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

BT provide the Trust's HSCN connectivity and WAN site links.

Adept provide a direct point to point link to another local Acute NHS Trust.

Telefonica provide a direct point to point link to provide resilient services.

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

WAN covers a total of 12 sites.

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

The Trust spends a–approximately £56,000 with BT.

The Trust spends –approximately £12,300 with Adept.

The Trust spends a–approximately £13,500 with Telefonica.

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.

BT Services was procured via the STP led HSCN framework.

Telefonica was purchased through a competitive quote.

Adept was procured through Network Services Agreement RM1045.

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.

Kenney Philip - Chief Digital Officer: philip.kenney@porthosp.nhs.uk

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on Information.Governance@porthosp.nhs.uk or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information, please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team