FOI599 – FOI request concerning fixed telephony, broadband and WAN contract information

I can confirm that Southern Health NHS Foundation Trust holds the information you requested. Please see our responses below to your Freedom of Information request:

**Contract 1**

1. Current Fixed Line (Voice Circuits) Provider- Supplier’s name, if there is not information available please can you provide further insight into why? BT and Daisy.

2. Fixed Line- 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. If there is more than one supplier please split the renewal dates up into however many suppliers
   - 3 years from 31 March 2013 for Daisy. The BT contract is a rolling contract with the view that the lines will be migrated to Daisy over the next 6 months.

3. Fixed Line- Contract Duration- the number of years the contract is for each supplier.
   - 12 months with the option to extend for a further 12 months.

4. Type of Lines- Please can you split the type of lines per each supplier? PSN, Analogue, SIP
   - Please refer to the table below showing a summary of lines:

<table>
<thead>
<tr>
<th></th>
<th>Analogue</th>
<th>ISDN2</th>
<th>ISDN30</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daisy</td>
<td>356</td>
<td>19</td>
<td>6</td>
</tr>
<tr>
<td>Ridgeway</td>
<td>0</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>Partnership</td>
<td>12</td>
<td>6</td>
<td>11</td>
</tr>
<tr>
<td>HCHC</td>
<td>68</td>
<td>15</td>
<td>14</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>436</strong></td>
<td><strong>41</strong></td>
<td><strong>37</strong></td>
</tr>
</tbody>
</table>

Ridgeway, Partnership and HCHC rows in the above table refer to individual BT bills but are internally coded in this format as they relate to legacy organisations (Ridgeway Partnership, Hampshire Partnership NHS Foundation Trust and Hampshire Community Health Care).

5. Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines 1,591
Contract 2

6. Minutes/Landline Provider- Supplier’s name (Fixed Voice not Mobiles) if there is not information available please can you provide further insight into why?
   BT and Daisy.

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.
   Please refer to our response from Q2.

8. Minutes Landline Monthly Spend - Monthly average spend. An estimate or average is acceptable.
   £57k

9. Minute’s Landlines Contract Duration: the number of years the contract is with the supplier.
   Please refer to our response from Q2.

10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.
    Having checked our records, I can confirm that this information is not held by the Trust.

Contract 3

11. Fixed Broadband Provider- Supplier’s name if there is not information available please can you provide further insight into why?
    BT

12. Fixed 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.
    There is no contract and is renewed monthly.

13. Fixed Broadband Annual Average Spend - Annual average spend. An estimate or average is acceptable.
    £1,680

14. VOIP/PBX Installation Date of the organisation’s primary telephone system: - please provide day, month and year (month and year is also acceptable).
    There is no VOIP currently within the Trust. With regards to PBX, the installation dates are variable. We estimate that compliance with this part of your request would exceed the appropriate cost limit under Section 12 of the FOIA which is currently £450 or 18 hours and we are therefore not able to provide a response. This is because the Trust works out of over 200 sites and the PBX contracts are managed locally on a site by site basis by different individuals. In order to respond, a large piece of work would have to be done to first establish who in each of the 200+ sites manages the contracts. Whilst we appreciate as an organisation that this is a piece of work that needs to be done, it is not currently a priority for the short term. The Trust’s Technology directorate have planned to conduct a Trust-wide audit of telephone and PBX systems and it is their intention to do so during the 2014/15 financial year.
15. WAN Provider- please provide me with the main supplier(s) if there is not information available please can you provide further insight into why? Virgin.

16. WAN 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. If there is more than one supplier please split the renewal dates up into however many suppliers

The renewal date will be dependent on the installation date of the line. 5 years from the date of the installation – contracted until 2018.

17. WAN Annual Average Spend - Annual average spend. An estimate or average is acceptable.

The capital programme for 2013/14 was £470k and the capital programme for 2014/15 is £74k.

18. Internal Contact: please can you send me there full contact details including contact number and email and job title.

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