

Ref: FOI/2022/8652

Date Received: 30th January 2023

Response Due: 27th February 2023

Dear Sir/Madam

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.**

BT

- 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**

BT Rolling Contract

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

Rolling contract renews on an annual basis.

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

BT SIP and PSTN.

- 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**

288 – SIP and 54 PTSN.

Contract 2 - Incoming and Outgoing of call services.

Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why?

BT - unlimited minutes except for International, Premium Rate and Chargeable Non-Geographic.

6. 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.

Rolling contract.

7. 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.

BT calls - monthly average spend in 2022/23 is £15k per month

Virgin Media calls - monthly average spend in 2022/23 is £5k per month

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

Rolling contract.

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

3650 Approx

Contract 3 - The organisation's broadband provider.

10. Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why?

BT and Virgin Media.

11. 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

BT expires June 2023

April 23

Virgin we have several contracts:

March 23

Sept 23

February 24

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

12. — (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

Each broadband connection is approx. £50 per month but we are unable to determine how many connections there are across the trust without looking at each invoice. We have 211 invoices to date for Virgin Media, we would have to look at each individual invoice to determine if it is for Broadband or not.

Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.

13. WAN Provider- please provide me with the main supplier(s) if there is no information available, please can you provide further insight into why?

Please find exemption below.

14. 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

- a. 1/2/2024
- b. 23/10/2023
- c. 9/3/2024

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

Please find exemption below.

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

31 Sites

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

- a. £127,000 per annum excluding VAT
- b. £27,000 per annum excluding VAT
- c. £30,000 per annum excluding VAT

18. 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.

Frameworks used listed above.
TNP YPO 976
Virgin RM1045/RM3808

19. Internal Contact: please can you send me their full contact details including contact number and email and job title for all the contracts above.

Catherine baker
Service Delivery Manager
IT Services Department

Refusal Notice for - Section 31 (1)(a)(g)

The information which has been withheld is exempt from disclosure under section 31(1) (g) of the Freedom of Information Act. The relevant parts of the ICO guidance on the subject (<https://ico.org.uk/media/for-organisations/documents/1207/law-enforcement-foi-section-31.pdf>) run as follows:

31.—(1) Information is exempt if its disclosure under this Act would, or would be likely to, prejudice - (a) the prevention or detection of crime. (g) the exercise by any public authority of its functions for any of the purposes specified in subsection (2).

It is the view of our Information security function that disclosure of the information would prejudice our ability to resist cyber-attacks, etc. on our systems.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 28 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Malcolm Gandy
Chief Information Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111