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Request for Information Reference: 02.24.04

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

22nd February 2024

Dear

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 5th February 2024 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to Telecom and Networks and I am providing the following information in response to your specific questions:

Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP, Cloud)

1. Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.

BT, Softcat

2. Telephony/Voice Services Spend – Please can you provide me with the annual spend

BT - £164,000
Softcat - £85,500

- 3. 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 August 2024
Softcat January 2029

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

BT To expire this year
Softcat 5 years

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

BT ISDN and SIP
Softcat SIP

- 6. Telephony/Voice Services Number of Lines / Channels / SIP Trunks/ Cloud based users-** Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN

BT 3x 30 channel ISDN, 2x 15 channel ISDN 30, 2x 150 channel SIP trunk
Softcat 2x 125 channel SIP trunk

Contract 2 - Incoming and Outgoing of call services.

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

BT, Softcat

- 8. 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.

BT August 2024
Softcat January 2029

9. 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 £4,776
Softcat £1,403

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

BT To expire this year
Softcat 5 years

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

Approximately 4500

Contract 3 - The organisation's broadband provider.

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

NHS Secure Boundary accessed via HSCN

13. 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

Secure Boundary is a NHS provided service and has no contract end date, HSCN service is currently under contract renewal for 3 years estimated end date December 2026)

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

HSCN connectivity is approximately £20,000 PA

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

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

County Durham Council.

16. 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

Rolling Contract, annual invoice and review date is April annually, service review dates are monthly.

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

MPLS COIN

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

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

The Trust are unable to provide the information as requested on the grounds that this information is commercially sensitive and has, therefore, been withheld pursuant to Section 43 of the Act.

Section 43 (2) exempts from disclosure the following:

(2) Information, the disclosure of which would, or would be likely to, prejudice the commercial interests of any person including those of the public authority holding the information.

Our supplier has made clear representation that pricing for the service as this is commercially sensitive information, the disclosure of which would be likely to prejudice their commercial interests, as it would provide alternative bidders with an understanding of their costs (which would not be reciprocated) with respect to similar contracts in the NHS, thereby undermining their ability to tender, on fair and equal terms, for such contracts. The Trust considers that there is potential for such harm to arise with reasonable proximity and, therefore, that the exemption under Section 43(2) of the Act is engaged.

The Trust acknowledges the public interest in publication of the information; specifically the interest in transparency with respect to expenditure on services, as a means of assisting the taxpayer in evaluating their value for money. However, there is a competing public interest in preserving fair market competition and the ability of public authorities to obtain value for money when sourcing services. In previous rulings the Information Commissioner has made clear that the Freedom of Information Act is not intended to distort fair market competition. In this case, the Trust therefore considers that the public interest in

preserving fair competition outweighs the general public interest in transparency and is therefore applying the exemption under Section 43(2).

The Trust is however able to provide the contract value as stated on its contract register: £120, 818.38.

20. 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.

Expiry date	- 17/03/2026
Contract Description	- Wide Area Network (WAN)
Procurement Route	- Direct Award through THE

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

Craig Robinson Head of ICT, 01325380100, craig.robison@nhs.net

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator