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Request for Information Reference: 01.22.57

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

Email only

16th February 2022

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 27th January 2022 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 IT contracts and I am providing the following information in response to your specific questions:

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**

March 2022

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

BT One Voice Cloud 1 year rolling contract

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

SIP, ISDN & PSTN provided by BT

- 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**

2 SIP connections, 9 x ISDN30e, 2 x ISDN2's and 18 PSTN lines. All provided by BT

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?**

BT

- 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.**

March 2022

- 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.**

£153

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

BT One Voice Cloud 1 year rolling contract

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

Approximately 5,600

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?**

Durham County Council

- 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

January 2022

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

£50,000

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?

Durham County Council

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

17 March 2026

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

Wide Area Network (WAN)

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

28

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

£125,000

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.

Direct Award Health Trust Europe (HTE)

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.

Mr Craig Robinson, Head of ICT – email: craig.robinson@nhs.net and telephone number: 01325 380100.

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