

Freedom of Information Request

Ref: 23-501

29 August 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

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

Gamma

Virgin Media

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 – contract is automatically renewed annually.

Gamma Rolling Contract - contract is automatically renewed annually.

Virgin Media Rolling Contract - contract is automatically renewed annually.

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

BT - Rolling Contract ongoing no end date, contract has been ongoing for 20+ years.

Virgin media – Rolling Contract ongoing no end date, contract has been ongoing for 20+ years.

Gamma – Rolling contract ongoing no end date.

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

BT: PSTN, ISDN

Virgin Media: DASS, PSTN

Gamma: DASS

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 - 100 PSTN +1 ISDN
Virgin Media - 240 DASS, 20 PSTN
Gamma - 30 DASS

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
Gamma
Virgin Media

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.

BT - Rolling Contract ongoing no end date, contract has been ongoing for 20+ years.
Virgin media – Rolling Contract ongoing no end date, contract has been ongoing for 20+ years.
Gamma – Rolling contract ongoing no end date.

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.

BT: £4000
Gamma: £5,000
Virgin £20,000

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

BT Rolling Contract – contract is automatically renewed annually.
Gamma Rolling Contract - contract is automatically renewed annually.
Virgin Media Rolling Contract - contract is automatically renewed annually.

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

11,000

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?

Virgin Media

12. Broadband expiry I 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

Virgin Media Rolling Contract - contract is automatically renewed annually.

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

BT: £15,000

Virgin Media: £160,000

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?

Blackstar

NASTAR

Virgin Media

15.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

Virgin Media: Rolling Contract - contract is automatically renewed annually.

NASTAR: Won a tender to supply HSCN connectivity across the Southwest, we do not hold the contract information

Blackstar: Rolling Contract - contract is automatically renewed annually.

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

Blackstar: Local Dark Fibre Connectivity

NASTAR: To supply HSCN connectivity across the Southwest

Virgin Media: Circuits

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

10

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

Blackstar: £5,000

BT: £15,000

NASSTAR: £106,000

Virgin: £170,000

Wifispark: £61,000

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.

Virgin Media: Procured via CCS frameworks

NASTAR: NASTAR: Won a tender to supply HSCN connectivity across the South West
Blackstar: Procured through CCS framework

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.

Digital Services Manager, digitalservices@uhbw.nhs.uk

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust