

Reference: FOI.ICB-2324/421

Subject: Telecom and Networks

I can confirm that the ICB does hold some of the information requested; please see responses below:

QUESTION	RESPONSE
<p>Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP, Cloud)</p> <ol style="list-style-type: none">1. Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.2. Telephony/Voice Services Spend – Please can you provide me with the annual spend3. 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 suppliers4. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.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, Cloud6. 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	<ol style="list-style-type: none">1. The contract forms part of an SLA (Service Level Agreement) with our delivery partner NHS South, Central and West Commissioning Support Unit (SCW)2. The costs associated with telephony are included in the overarching contract for IT services.3. The current arrangement is set to end in March 2025.4. See question 15. The ICB is supplied with 3CX which is VOIP6. See question 1

<p>Contract 2 - Incoming and Outgoing of call services.</p> <p>7. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why?</p> <p>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.</p> <p>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.</p> <p>10. Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.</p> <p>11. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.</p>	<p>7. See question 1</p> <p>8. See question 1</p> <p>9. Telephony is included as included as part of the SLA with South Central and West CSU</p> <p>10. See question 1</p> <p>11. The ICB currently has approximately 420 3CX lines in use</p>
<p>Contract 3 - The organisation's broadband provider.</p> <p>12. Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why?</p> <p>13. 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</p> <p>14. Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.</p>	<p>12. Broadband is included as included as part of the SLA with South Central and West CSU</p> <p>13. As above</p> <p>14. The costs associated with broadband are included in the overarching contract for IT services with SCW.</p>
<p>Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.</p> <p>15. WAN Provider- please provide me with the main supplier(s) if</p>	<p>15. WAN forms part of the SLA with our delivery partner NHS South, Central and West</p> <p>16. See above</p>

<p>there is no information available, please can you provide further insight into why?</p> <p>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</p> <p>17. Contract Description: Please can you provide me with a brief description for each contract</p> <p>18. The number of sites: Please state the number of sites the WAN covers. Approx. will do.</p> <p>19. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.</p> <p>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.</p> <p>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.</p>	<p>17. See above</p> <p>18. Approximately 100 sites</p> <p>19. Approximately £350,000 for all sites</p> <p>20. National Frameworks</p> <p>21. Rob Hayday, Chief of Staff, Robert.hayday@nhs.net, 01179766600</p>
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The information provided in this response is accurate as of 7 February 2024 and has been approved for release by Rob Hayday, Chief of Staff for NHS Bristol, North Somerset and South Gloucestershire ICB.