

Our Ref: 104
February 2024

dRe: Your request made under the Freedom of Information Act 2000

All or some of the information provided previously has expired, I require an update on the questions below.
See my request below:

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.

VMB
BT

2. Telephony/Voice Services Spend – Please can you provide me with the annual spend
Individual supplier costs are Commercially Sensitive under Section 43(1).

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

VMB - Contract Renewal Date: 30/05/25
BT – Contract Renewal Date 08/12/24 - currently rolling

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

VMB - Contract Duration: 2 years
BT _ Contract Duration 3 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

VMB
– SIP 300 channels
- PSTN – 3 lines
BT
– ISDN – 30 channels
- PSTN – 2 lines

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

VMB
– SIP 300 channels
- PSTN – 3 lines
BT
– ISDN – 30 channels
- PSTN – 2 lines

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?

VMB
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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.

[VMB -January 2024](#)

[BT rolling 12 month contract – December 2024](#)

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.

[Commercially sensitive](#)

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

[VMB -January 2024](#)

[BT rolling 12 month contract – December 2024](#)

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

[4000 extensions](#)

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?

[Redcentric](#)

[VMB](#)

12. 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

[Redcentric – January 2025](#)

[VMB – May 2025](#)

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

[Individual supplier costs are Commercially Sensitive under Section 43\(1\).](#)

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?

[Redcentric](#)

[VMB](#)

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

[Redcentric – January 2025](#)

[VMB – May 2025](#)

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

[Included in Q13.](#)

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

[5 sites](#)

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

[Individual supplier costs are Commercially Sensitive under Section 43\(1\).](#)

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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.

[CCS NS2 Lot 1](#)

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.

Contact dbth.digitalcontracts@nhs.net