

FOI Request: Telephony, Broadband & WAN Contract Data
Our Reference Number: 1314092 & 1314100

Information relating to Fixed Telecommunications and Internet Services:

ICT Services are provided to the CCGs in Essex by NHS Central Eastern Commissioning Support Unit. Following the transition, work is currently on-going to align contracts and assets with the respective CCGs, therefore, at this point in time we are unable to give a response for each individual CCG, and some information is not available until this transition work has been completed. Please feel free to submit a follow up request in September, when work should be completed and all information available.

1. *Current Fixed Line (Voice Circuits) Provider- Supplier's name*

BT / Daisy Telecom

2. *Fixed Line- 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. If there is more than one supplier please split the renewal dates up into however many suppliers*

3. *Fixed Line- Contract Duration- the number of years the contract is for each supplier.*

4. *Number of Lines- Please can you split the number of lines per each supplier?*

5. *Minutes/Landline Provider- Supplier's name (Fixed Voice not Mobiles)*

6. *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.*

7. *Minutes Landline Monthly Spend- Monthly average spend. An estimate or average is acceptable.*

8. *Minute's Landlines Contract Duration: the number of years the contract is with the supplier.*

We don't have this information at present.

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

6-7,000

10. *Fixed Broadband Provider- Supplier's name –*

11. *Fixed 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*

12. *Fixed Broadband Annual Spend- Annual average spend. An estimate or average is acceptable.-*

N/A – WAN Link supplied by BT N3 for secure NHS WAN Access, Internet access is provided via the N3 WAN network and is controlled by BT N3

13. *VOIP/PBX Installation Date: - please provide day, month and year (month and year is also acceptable).If various date please state date for the main telephone system.*

We do not have this information at present.

14. *Renewal Date on any leased Telephony systems - 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.*

None

15. *Lease Provider- Supplier's name.*

N/A

16. *WAN Provider- please provide me with the main supplier(s) –*

WAN Link supplied by BT N3 for secure NHS WAN Access

17. WAN 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. If there is more than one supplier please split the renewal dates up into however many suppliers

New 5 year contract just signed with BT N3 in the last few months, Due to requirement for secure patient data transfer and access to NHS spine apps all sites are tied to using BT N3 for all WAN access

18. WAN Annual Spend- Annual average spend. An estimate or average is acceptable.

We do not hold this information.

N3 connections are supplied in conjunction with the Health and Social Care Information Centre (HSCIC). To obtain this information please contact them: <http://www.hscic.gov.uk/foi>

19. Internal Contact: please can you send me there full contact details including contact number and email and job title.

NHS Southend CCG – Ashley King, Chief Finance Officer.

Contact details – Under section 40(2) of the Freedom of Information Act 2000, a public authority does not have to provide information where that information is considered personal information under the Data Protection Act 1998. We believe that the direct contact details you have requested falls into this category, and therefore will not be supplying this as a result.

Guidance states that personal information can be released where it is deemed the staff member in question is either public facing or senior/decision making, however, it also states that this should only be done where “the legitimate interest can only be met, or fully met, by the disclosure of information which identifies individuals”. The CCG feels that the legitimate interests of this request can also be fulfilled by providing the generic contact details of the organisation. These are available on each CCGs respective website.