

Ref: FOIA Reference 2020/21-146

Royal Stoke University Hospital
Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 31st July 2020

Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 29th July 2020 requesting information under the Freedom of Information Act (2000) regarding Telecoms and Networks **Query #5** on our previous reference **538-1920**

On 31st December 2019 you submitted this identical request again via email, therefore In accordance with Section 14 (2) of the FOI Act, Where a public authority has previously complied/received with a request for information which was made by any person, it is not obliged to comply with a subsequent identical or substantially similar request from that person unless a reasonable interval has elapsed between compliance with the previous request and the making of the current request.

On 6th January 2020 you contacted us via email with the following: **(Query #1)**
“Thanks for the response, i still have some information that is outstanding,

1. What is the type and number of lines/channels provided by KCOM?

2. Why is there two separate broadband and WAN contract with the same spend? Shouldn't this just be one contract that covers both trusts?”

On 8th January 2020 we replied via email with:

Thank you for your email below, I have asked out ICT team who have advised me that the following answers your query:

Question one; please refer to line 10 of the spread sheet.

Question 2; please refer to lines 21 and 27 of the spread sheet.

On 9th January 2020 you sent UHNM **Query #2** on your response via email:

“Thanks for your help, but i have already reviewed this information and this is my feedback below:

1. What is the type and number of lines/channels provided by KCOM? The information in response is the number of telephone extensions.

2. Why is there two separate broadband and WAN contract with the same spend? Shouldn't this just be one contract that covers both trusts?”

On 10th January 2020 we replied via email with:

Thank you for your 2nd query on our response, we have simplified the spread sheet for your ease of understanding, please note that we have nothing further to add to this response,

On 15th January 2020 you contacted us again with **Query #3** on your request
“Thanks for your response, Sorry my oversight,

One piece of information i require is the duration of the KCOM contract? This is not within the response”.

On the same day we replied via email with:

Please refer to lines 4 and 6 of the amended spread sheet

On 25th January 2020 you again contacted us via email with **Query #4**

“Thanks for the reply, I still require the contract duration the amended spreadsheet shows the renewal of the contract but has the same information within the contract duration, so impossible to figure out”.

On 6th March 2020 we replied via email with an updated spread sheet

On 29th July you contacted us via email with **Query #5** on our response to FOI reference 538-1920; we acknowledged this request with a new reference number (146-2021), you asked:

“Thanks for the response, I understand that my response is a little late, but please provide me with an immediate response or take this email as a new request.

1. What is the contract duration of the PFI contract?

2. What is the type of lines provided to the Trust, the response just states IP if so how many connections?”

UHNM would like to advise you of the following response to Query #5: (Please refer to the spread sheet that we supplied 6th March 2020)

1. What is the contract duration of the PFI contract? – **See line 6 on the spreadsheet- contract runs to 2044**

2. What is the type of lines provided to the Trust, the response just states IP if so how many connections? – **See line 8 RSUH 4,500 IP phones; County 500 Analogue 417 CISCO**

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 I would like to submit a new FOI request as the information.

See my request below:

Contract 1

1. **Current Lines (Analogue, ISDN VOIP, SIP etc.) Provider-** Please can you provide me with the name of the supplier for the contract.
2. **Fixed Line- 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
3. **Fixed Line- Contract Duration-** the number of years the contract is for each provider
4. **Type of Lines-** Please can you split the type of lines per each supplier? PTSN, Analogue, SIP
5. **Number of Lines-** Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines

Contract 2

6. **Minutes/Landline Provider- Supplier's name (NOT Mobiles)** if there is no information available please can you provide further insight into why?
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.
8. **Minutes Landline Monthly Spend - Monthly average spend on calls for each provider.** An estimate or average is acceptable.
9. **Minute's Landlines Contract Duration:** the number of years the contract is with the supplier.
10. **Number of Extensions-** Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

Contract 3

11. **Fixed Broadband Provider- Supplier's name** if there is not information available please can you provide further insight into why?
12. **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
13. **Fixed Broadband Annual Average Spend-** Annual average spend for each broadband provider. An estimate or average is acceptable.

Contract 4

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?

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

16. Contract Description: Please can you provide me with a brief description of the contract

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

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

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

A1 Please refer to the spread sheet that we supplied 6th March 2020

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are

still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Jean Lehnert
Data, Security and Protection Manager