

FOI 0477/2024 Response

1.Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.

Open Scape

2. Telephony/Voice Services Spend – Please can you provide me with the annual spend

Row Labels	Sum of Total Spend 2022-23
Telephone Call Charges	1,677.19
Telephone Rental	848,887.20
Grand Total	850,564.39
Row Labels	Sum of Total Spend 2324 to M9
Telephone Call Charges	6,030.18
Telephone Rental	501,620.51
Grand Total	507,650.69

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

31 March 2026

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

5 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

SIP and ISDN Virgin Media

Analogue Chess 2 years from line activation for each line, Gamma 5 year contract for all 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

Virgin media SIP 240 channels, ISDN 10 channels

For Chess and Gamma a number of lines are currently under review and the majority of services will be cancelled due to the analogue switch off. In some cases, services will not be required and in other cases services maybe provided via different solutions .

Contract 2 - Incoming and Outgoing of call services.

7. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why?

Virgin Media

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.

As part of the SIP contract with Virgin Media

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.

Please refer to the table in question 2 and note that we are unable to provide the monthly average spend on calls.

This is because we do not routinely record the requested information .

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

5 years

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

3000

Contract 3 - The organisation's broadband provider.

12. Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why?

No broadband services currently in use.

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

N/A – please refer to the response provided in question 12.

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

N/A – please refer to the response provided in question 12.

Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.

15. WAN Provider- please provide me with the main supplier(s) if there is no information available, please can you provide further insight into why?

Virgin Media

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

Dec 2026

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

The provision of point to point data circuits and IPVPN services

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

48

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

Please refer to the table in question 2 and note that we are unable to provide the monthly average.

This is because we do not routinely record the requested information .

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.

Not recorded.

Please note that the procurement function for BSMHFT is now provider by the BSOL Provider Collaborative who are currently working on aligning the data that they hold for us.

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.

The Trust is unable to provide the requested information this is because we do not routinely release staff members personal information for those below a band 8c role.

The Trust therefore rely on exemption Section 40 of the Freedom of Information Act 2000 to deny this aspect of your request.