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Iechyd Cyhoeddus  
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Public Health  
Wales

## Freedom of Information request to Public Health Wales

**FOI Reference:**

**FOI 288**

**Date request received**

**Clarified 30/12/2019**

**Date information is due to be sent**

**28/01/2020**

I would like to submit a new FOI request as the information. The previous response stated that the information was going to take too long to obtain. The information i am request of common ICT service contract, in relation to the spend and renewal information sure the organisation know when their contract with suppliers expire and how much the organisation is paying to suppliers.

All or some of the information provided previously has expired, i require an update on the questions below.

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 all the contract above.

*All require is the contract information to common ICT services Lines, Minutes, Broadband and WAN services. At the very least the person that should deal with this request should know who the provider is at the very least.*

*In relation to the spend information and maybe the type of number of lines, maybe to save time request this information from your providers. You provider should also give you access to some sort of online console where you'll be able to view this information.*

## **Information provided for the answer:**

**Please note: This information excludes telephony services provided by other NHS organisations to PHW offices and staff.**

## 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. **BT for multiple analogue lines and ISDN. Daisy for SIP and one ISDN circuit.**
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. **Daisy provide the SIP & one ISDN circuit which were procured by CCS Network Services Agreement RM1045 under a 3+1+1+1 year contract from 29 June 2016 with next review in June 2020. BT Fixed lines and ISDNs are on rolling contract.**
3. Fixed Line- Contract Duration- the number of years the contract is for each provider. **See above**
4. Type of Lines- Please can you split the type of lines per each supplier? PTSN, Analogue, SIP. **BT are providing analogue and ISDN circuits. Daisy are providing SIP circuit.**
5. Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines **60 channels on Daisy SIP circuit and 10 ISDN channels. BT ISDN circuits have 20, 15, 8, 8, 4 and 11 channels. 32 BT 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? **Daisy and BT.**
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. **Daisy provide the calls on SIP & one ISDN circuit which were procured by CCS Network Services Agreement RM1045 under a 3+1+1+1 year contract from 29 June 2016 with next review in June 2020. BT analogue and ISDN contracts on rolling contract.**
8. Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable. **Average monthly spend, Daisy = £400, BT £3,250.**
9. Minute's Landlines Contract Duration: the number of years the contract is with the supplier. **See question 7**
10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable. **Estimated number managed in-house is 1,096**

Contract 3 – **PHW procures data circuits under the Welsh Government PSBA framework and these under included under WAN circuits below.**

11. Fixed Broadband Provider- Supplier's name if there is not information available please can you provide further insight into why? **N/A**
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 **N/A**

13. Fixed Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable. **N/A**

#### **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? **BT Global Services provide the PSBA circuits under a Welsh Government public sector contract and the detail is not held by PHW.**

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. **BTGS were awarded a 7 year contract which runs until October 2021.**

16. Contract Description: Please can you provide me with a brief description of the contract. **BT Global Services provide the PSBA circuits under a Welsh Government public sector contract and the detail is not held by PHW. The contract provides PSBA services to all Welsh public sector organisations – please see <https://www.psba.gov.wales/>**

17. The number of sites: Please state the number of sites the WAN covers. Approx. will do. **PHW has PSBA circuits at 14 sites.**

18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable. **Estimated annual spend is £62,228 exc VAT with BTGS**

19. Internal Contact: please can you send me there full contact details including contact number and email and job title for all the contract above. **IT Ops Lead can be contacted at [simont@wales.nhs.uk](mailto:simont@wales.nhs.uk)**

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the decision, you should write to the Corporate Complaints Manager, Public Health Wales NHS Trust, 3, Number 2, Capital Quarter, Tyndall Street, Cardiff, CF10 4BZ.

If you are not content with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust. The Information Commissioner can be contacted at:

Information Commissioner for Wales

2nd Floor  
Churchill House  
Churchill Way  
Cardiff  
CF10 2HH

Telephone: 029 2067 8400

Email: [wales@ico.org.uk](mailto:wales@ico.org.uk)