



Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

Date

Email:

Dear,

Tel: 0300 123 0999
www.secamb.nhs.uk

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 240201.

You requested the following information, please also see our response below:

I would like to submit a new FOI request.

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.

Fournet Technologies Ltd

BT PLC

Insight Direct UK Ltd (with 8x8 Ltd as the sub-contractor)

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

I have provided the information but this could be considered to be commercially sensitive under section 43(2)

FN – approximately £918K +VAT per annum

BT – approximately £294K +VAT per annum

ID – approximately £83K +VAT per annum

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

FN – September 2024

BT - January 2021, currently rolling

ID – March 2028

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

FN – 3 years with two +1 options

BT – 5 years

ID – 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

FN – SIP and Cloud

BT – ISDN30 and Analogue PSTN

ID – Cloud

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

Fournet – SIP 430 Channels

Fournet – ISDN 60 Channels

FourNet - Cloud 427 Users

BT - ISDN 208 Channels

BT - PSTN 113 Lines

ID – Cloud 710 Users

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?

Fournet Technologies Ltd

BT PLC

Insight Direct UK Ltd (with 8x8 Ltd as the sub-contractor)

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.

FN – September 2024

BT – January 2021, currently rolling.....as above, Q3

ID – March 2028

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.

Last 3 months average

FN - £488

BT – £13,700

ID - £0

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

FN - 3 years with two +1 options

BT – 5 years

ID – 5 years

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

FN 427 Users and 1200 Extensions

ID 710 Users

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?

European Electronique Ltd (with Arrow Communications Ltd as the sub-contractor)

12.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

September 2025

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

European Electronique Ltd - £753K +VAT per annum

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?

European Electronique Ltd

BT Global Services

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

European Electronique Ltd - September 2025

BT Global Services – August 2026

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

European Electronique Ltd – provide, support & maintenance.

BT Global Services - provide, support & maintenance.

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

Approximately 112 sites across Kent, Surrey and Sussex

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

European Electronique Ltd – see Q13, cost covers both broadband/WAN services.

BT Global Services - £16K +VAT per annum

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.

European Electronique Ltd - Framework – Link: IT Solutions 2

BT Global Services – Framework – CCS RM3808 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.

We are unable to supply individual's email addresses and telephone numbers as releasing third party personal data would contravene UK Data Protection legislation.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**