

FOI 2122170- Services

NHS Calderdale CCG's (CCG) response to your request can be found below.

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 etc.)

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

The CCG uses a shared service provision for fixed telephony across Calderdale, Kirklees and Wakefield CCGs. The service provider is Trustmarque Solutions Limited.

2. 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.

Rolling contract - date 1 February.

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

Rolling contract - date 1 February.

4. Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP.

All services are SIP, two resilient circuits across 3 CCGs.

5. Telephony/Voice Services Number of Lines/Channels/SIP Trunks - Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN.

All services are SIP two resilient circuits across the 3 CCGs listed under Q1.

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?

The service provider is Trustmarque Solutions Limited, the contract covers all usage costs.

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.

As above Rolling contract - date 1 February.

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.

SIP is a shared service. Approximate monthly charge is £1,400. Annual service charge is £22,750.

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

See above.

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

Shared service approx. 500 extensions across 3 locations.

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?

The WAN & broadband provision for the CCGs is a part of an outsourced IT contract.

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

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?

Redcentric plc provide HSCN connectivity for General Practices in Calderdale CCG.

The CCG has an outsourced IT contract covering broadband and IT support services. This is not itemised.

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.

The Redcentric contract is for 60 months with option to renew for further periods. The contract start date for all sites is 11th November 2019.

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

HSCN provision to General Practices.

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

Calderdale - 25

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

Calderdale - approx. £35,000

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.

Procurement of the HSCN Redcentric contract was through the Yorkshire and Humber Public Sector Network "YHPSN".

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.

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