



Our Reference:
Your Reference:

27 June 2022

Insert Address

Dear [REDACTED]

Request for Information

I write further to your request FOI ID 31595 under the Freedom of Information Act 2000 regarding:-

Telephony Contract

Your request is set out 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.

Analogue – BT/BDR, VoIP – BDR & 8x8

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

BDR to end 2022 & New Provider 8x8 – Renewal 1st June 2026

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

BDR VoIP was 5years & 8x8 is 5 years

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

BDR VoIP was 5years & 8x8 is 5 years

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

BDR - 77, BT - 81

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?

BT & BDR

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.

BDR - Monthly Rolling contract

8x8 – May 2021 – 3y +1 year extension possibility

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.

BT – Approx. £55,

BDR – Approx. £700

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

BDR - Monthly Rolling contract

8x8 - 3yrs

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

Approx. 2500

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?

BT

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

Rolling monthly contract

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

All information requested is not routinely collected outside normal record keeping of a financial information. The requested information is not held centrally and is contained within the individual team budgets and archive systems which can not be extracted as a stand alone piece of data. In order to extract the requested information and collate the results would require a manual exercise to identify and review financial records and would exceed the appropriate time limits, as per the Freedom of Information Act 2000 section 12(1) which does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

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?

Adept

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

October 2023

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

The contract covers the provision of WAN connectivity for HSCN and internet services.

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

30

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

100Mb

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.

This was a collaborative procurement by the former member trust of the Kent CoIN collaborative and conducted through Framework RM3825.

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

Shawn O'Flanagan, Acting Head of Infrastructure – 01795 508200

I confirm that the information above/attached completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department