

**Request Ref: 2570**

FOI Request dated **03/03/2022** as follows -

**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.

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

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

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

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

**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?

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. If SIP services, please provide me with the cost of services per month.

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

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

**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?

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?

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 for each 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. 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.

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.

The Freedom of Information Act requires that this request is dealt with in a manner that is motive and applicant blind. A disclosure under this legislation is considered a disclosure to the world and is considered to be on the basis that it is in the public interest.

## **Response**

### **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.

BT Global

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  
November 2025

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

10-Years

4. Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier?

PSTN, Analogue, SIP, ISDN, VOIP

SIP – 2 fibre circuits sharing 120 channels + 60 Dynamic channels

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

As above.

### **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 Global

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.

November 2025

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.

Average £1500 p/m

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

10 years

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

4600 DDI's

**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?

Jisc

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

21/07/2022

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

£10,000

**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?

Not Applicable (we do not use)

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

Not Applicable

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

Not Applicable

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

Not Applicable

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

Not Applicable

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.

Not Applicable

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.

Not Applicable