

## Freedom of Information request 284-17

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### Request & Response

I have sent this request before but some of the contract have now expired can you please send me an update.

If there is more than one supplier for each of the contract information I am requesting below please can you split each contract individually and not combined. Please also separate the expiry data and spend and number of lines for each supplier. An example of this can be viewed at the bottom of this request.

#### Contract 1

1. Current Fixed Line (Voice Circuits) Provider- Supplier's name, if there is not information available please can you provide further insight into why?
2. Fixed Line- 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. 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
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 not 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. 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.

**As the fixed telephony contracts are currently out to tender, through National Procurement, all information on the content of the contract are being withheld under Section 33(1) Commercial Interests of the Freedom of Information (Scotland) Act 2002.**

#### Contract 3

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

#### BT

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

#### Not applicable.

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

**£5000**

14. VOIP/PBX Installation Date of the organisation's primary telephone system: - please provide day, month and year (month and year is also acceptable).

**22 July 1999**

Contract 4

15. WAN Provider- please provide me with the main supplier(s) if there is not information available please can you provide further insight into why?

**Capita Swan**

16. WAN 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. If there is more than one supplier please split the renewal dates up into however many suppliers

**February 2023**

17. Contract Description: Please can you provide me with a brief description of the contract

**A single public services network for the use of all public service organisations in Scotland**

18. Number of sites: Please state the number of sites the WAN covers. Approx. will do.

**39**

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

**£9956 + national contract paid centrally**

20. Internal Contact: please can you send me there full contact details including contact number and email and job title.

**Kevin Messer, IT Delivery Manager, [Kevin.messer@borders.scot.nhs.uk](mailto:Kevin.messer@borders.scot.nhs.uk) 01896 827777**

If your organisation has a managed services contract which includes all or two out of three of the services stated above please state which of these is included with the contract. It would also be for me to if there are any other service support areas that are included within these contracts.

Managed Service Contract

- Number of Extensions
- Type of Lines
- Number of Lines
- Minutes Landline Monthly Average Spend
- Fixed Broadband Average Annual Spend
- WAN Average Annual Spend
- Internal Contact: please can you send me there full contact details including contact number and email and job title.

If there is more than one supplier for each contract please can you separate the contract dates and spend for each supplier. Also if no information can be provided for each of the key data types please explain why there is no information.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or [foi.enquiries@borders.scot.nhs.uk](mailto:foi.enquiries@borders.scot.nhs.uk).

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the

reference number **284-17** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.