

Date: **30 January 2020**

Our reference: **FOIRQ5609**

Dear Sir/Madam,

Thank you for your request for information processed under the Freedom of Information Act 2000. Please see our response to your following request for information:

**Your Request and Our Response (in bold)**

*I would like to submit a new FOI request as the information. All or some of the information provided previously has expired, i require an update on the questions below. See my request below:*

**Great Ormond Street Hospital for Children NHS Foundation Trust (the 'Trust')** has responded (in bold) to your following request for information:

*Contract 1*

1. *Current Lines (Analogue, ISDN VOIP, SIP etc) Provider- Please can you provide me with the name of the supplier for the contract. **ISDN BT, VOIP Internal (CISCO Call Manager), SIP Block and Adept***
2. *Fixed Line- 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 **BT Yearly Rolling Contracts***
3. *Fixed Line- Contract Duration- the number of years the contract is for each provider **Yearly Renewals***
4. *Type of Lines- Please can you split the type of lines per each supplier? PTSN, Analogue, SIP **Please see our response to Q.1***
5. *Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines*

**SIP trunks, 201: 200 Adept 1 Block (routing of Mobile Phone Calls)  
PTSN Lines, 210 BT  
Analogue Lines, 20 BT**

#### Contract 2

6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available please can you provide further insight into why? **BT 132,000 Minutes £23K / Month (approx.) inc VAT**
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. **BT, Rolling Contracts. 132,000 Minutes 23K/Month inc VAT**
8. Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable. **BT**
9. Minute's Landlines Contract Duration: the number of years the contract is with the supplier. **BT Rolling Contracts Unknown**
10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable. **4000**

#### Contract 3

11. Fixed Broadband Provider- Supplier's name if there is not information available please can you provide further insight into why? **Adept (Internet), Virgin Media**
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 **Adept (Internet) 5 years contract from June 2018, Virgin Media Yearly (March)**
13. Fixed Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable. **Virgin media £4800/Annum, Adept Part of the HSCN and SIP trunk Network Services £60K/Annum (inc. VAT)**

#### Contract 4

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? **N/A - Network is managed In House**

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 **N/A**

16. Contract Description: Please can you provide me with a brief description of the contract **N/A**

17. The number of sites: Please state the number of sites the WAN covers. Approx. will do. **1 Site, which also has a VPN link with Dubai**

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

19. Internal Contact: please can you send me their full contact details including contact number and email and job title for all the contract above. **Andy Cowe, ICT Contracts Manager, Tel: 0207405 9200 Ext: 6624, Email: [andy.cowe@gosh.nhs.uk](mailto:andy.cowe@gosh.nhs.uk) \***

**Please note: \* the above named person has refused consent for their above personal data to be used for direct marketing purposes.**

**The Privacy and Electronic Marketing Regulations state that an individual must consent to processing of their personal data for marketing purposes. Re-use of their data for this purpose without explicit consent would therefore be a breach of their rights under the Data Protection Act 2018.**

**The Trust takes breaches reported by our staff seriously and we will make relevant complaints, including referrals to the Information Commissioner, if necessary.**

Please note:

The information we have provided under the Freedom of Information Act 2000 is the information held on the date your request was received by the Trust.

We hope the information provided is sufficient and helpful in answering your questions or any issues or concerns. Should you have any further queries in relation to this request, please do not hesitate to contact the FOI Team and quote the above reference number on any related correspondence.

Re-use of information

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Yours sincerely

**Freedom of Information team**

Great Ormond Street Hospital for Children NHS Foundation Trust  
Email: [foiteam@gosh.nhs.uk](mailto:foiteam@gosh.nhs.uk)

**[Enclosed – Your rights – see next page]**

### **Your Rights**

Should you have any questions relating to the response you have received to your request for information, please do not hesitate to contact the FOI Team. Alternatively, you are entitled to make a request for an internal review within two months from the date of receiving our final response to your original request. You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team  
Great Ormond Street Hospital  
LONDON  
WC1N 3JH

If, however, you remain dissatisfied with the outcome of the internal review then you have the right to appeal to the Information Commissioner as the final stage of the FOI process. You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113  
Fax: 01625 524510