

19 March 2019

**Our Ref:** RFI 27446

Dear

**Freedom of Information Act 2000  
Information in relation to ICT Contracts**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to the above which you requested on 18 February 2019.

A response to each of the questions raised has been provided by the Planning, Performance and Informatics Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital ([informationgovernance@setrust.hscni.net](mailto:informationgovernance@setrust.hscni.net)) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

---

**Catherine Treanor  
Information Governance Assistant**

**Contract 1**

**Q1. Current Lines (Analogue, ISDN VOIP, SIP etc) Provider- Please can you provide me with the name of the supplier for the contract.**

A1. BT

**Q2. 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**

A2. 31/3/2019 – will enter 1 year Termination Services Period.

**Q3. Fixed Line- Contract Duration- the number of years the contract is for each provider**

A3. 5 years + 1 + 1

**Q4. Type of Lines- Please can you split the type of lines per each supplier? PSTN, Analogue, SIP**

A4. PSTN  
ISDN2  
SIP

**Q5. Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines**

A5. PSTN           173  
ISDN2           4  
SIP               400

**Contract 2**

**Q6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available please can you provide further insight into why?**

A6. BT

**Q7. 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.**

A7. 31/3/2019 – will enter 1 year Termination Services Period

**Q8. Minutes Landline Monthly Spend- Monthly average spend for each provider. An estimate or average is acceptable.**

A8. PSTN £63  
SIP £6,300

**Q9. Minute's Landlines Contract Duration: the number of years the contract is with the supplier.**

A9. 5 years + 1 + 1

**Q10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.**

A10. 5643

### **Contract 3**

**Q11. Fixed Broadband Provider- Please can you provide me with the name of the supplier for the contract.**

A11. BT

**Q12. Fixed Broadband 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**

A12. 31/3/2019 – will enter 1 year Termination Services Period

**Q13. Fixed Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.**

A13. £760

### **Contract 4**

**Q14. WAN Provider- please provide me with the main supplier(s) if there is no information available please can you provide further insight into why?**

A14. BT

**Q15. 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**

A15. 31/3/2019 – will enter 1 year Termination Services Period

**Q16. *Contract Description: Please can you provide me with a brief description of the contract***

A16. Voice & Data Communications Partner to replace existing multi-supplier arrangements and to develop its next generation of voice and data communications services. The Voice & Data Communications Partner arrangement will cover a comprehensive and broad range of voice and data communications supplies and services, including, without limitation to the generality of this: design, implementation, maintenance and support of telephone numbers, circuits and calls (fixed and mobile), telephone switches, cabled and wireless network services, radio services, paging services, switchboard services and the supply of related hardware and software.

**Q17. *The number of sites: Please state the number of sites the WAN covers. Approx. will do.***

A17. 100

**Q18. *WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.***

A18. £24,300

**Q19. *If the following contract is in relation to N3 can you please provide me with details on when the Trust is planning to migrate to the HSCN contract.***

A19. Not applicable.

**Q20. *Internal Contact: please can you send me there full contact details including contact number and email and job title for all the contract above.***

A20. Darren Henderson  
Assistant Director of Technology & Telecoms  
02890561404  
[Darren.Henderson@setrust.hscni.net](mailto:Darren.Henderson@setrust.hscni.net)