

Our Ref: PW/AKB/FOI-07-445

20<sup>th</sup> July 2023

Stafford Education & Enterprise Park  
Weston Road  
Stafford  
ST18 0BF

Sent by email

Telephone: 0300 123 1461

Dear

**FOI-07-445**

**Your request for information under the Freedom of Information Act 2000**

Thank you for your request for information received on the 7<sup>th</sup> July 2023. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

**Please see our responses in blue below:**

**I would like to submit a new FOI request.**

**All or some of the information provided previously has expired, I require an update on the questions below.**

**See my request 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?**
- 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.**

This is supplied to the ICB through the Staffordshire and Shropshire Health Informatics Service as part of a managed service.

The data is not held in the form requested due to the nature of the shared service.

**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.

This is supplied to the ICB through the Staffordshire and Shropshire Health Informatics Service as part of a managed service.

The data is not held in the form requested due to the nature of the shared service.

**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 expiry I 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 expiry dates up into however many suppliers?
13. Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable?

This is supplied to the ICB through the Staffordshire and Shropshire Health Informatics Service as part of a managed service.

The data is not held in the form requested due to the nature of the shared service.

**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 expiry 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 expiry 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?

This is supplied to the ICB through the Staffordshire and Shropshire Health Informatics Service as part of a managed service.

The data is not held in the form requested due to the nature of the shared service.

**Right of Appeal**

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

**To request an internal review**

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent Integrated Care Board FOI team by emailing the team at [StaffsStokeFOI@staffsstoke.icb.nhs.uk](mailto:StaffsStokeFOI@staffsstoke.icb.nhs.uk) or by post to the address at the top of this letter.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

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

[www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

**Paul Winter**  
**Associate Director of Corporate Governance**