

21/03/2023

NN-ICB/22/177

Dear Requestor

**RE: Freedom of Information Request**

With reference to your request for information I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we partially hold the information that you have requested. A response to each part of your request is below.

In the request you asked:

**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.

Nottinghamshire Health Informatics Service provide the majority of ICB Telephony and Voice Services with the exception of the users based in Bassetlaw which is provided by Abzorb.

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

Nottinghamshire Health Informatics Service is an NHS Organisation providing all IT Support Services to the ICB via a block contract under a Partnership Agreement. The contract with Nottinghamshire Health Informatics Service renews each Financial Year on the 1<sup>st</sup> April.

The Abzorb contract supporting Bassetlaw based users is up for renewal on the 8<sup>th</sup> December 2023.

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

N/A, Nottinghamshire Health Informatics Service is an NHS Organisation providing all IT Support Services to the ICB via a block contract under a Partnership Agreement. The contract with Nottinghamshire Health Informatics Service renews each Financial Year on the 1<sup>st</sup> April.

The Abzorb contract supporting Bassetlaw based users ends on the 8<sup>th</sup> December 2023.

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

Nottinghamshire Health Informatics Service provide a VOIP telephony service to the ICB and its other Partner Organisations via a Mitel Telephony Platform which includes access to shared SIP Trunks providing outbound PSTN access and inbound DDI's for all organisations supported.

The Abzorb system is a proprietary cloud hosted VOIP telephony service supporting Bassetlaw users within the ICB. The system provides each extension/user with outbound PSTN access and an inbound DDI.

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

Nottinghamshire Health Informatics Service provide a VOIP telephony service to the ICB and its other Partner Organisations via a Mitel Telephony Platform which includes access to shared SIP Trunks providing outbound PSTN access and inbound DDI's for all organisations supported. As this is a hosted solution with shared SIP channels for all users of the system it is not possible to define the number of channels exclusively used by only the ICB.

The Abzorb system is a proprietary cloud hosted VOIP telephony service supporting Bassetlaw users within the ICB. The system provides each extension/user with outbound PSTN access and an inbound DDI.

#### **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?

Nottinghamshire Health Informatics Service provide a VOIP telephony service to the ICB and its other Partner Organisations via a Mitel Telephony Platform which includes access to shared SIP Trunks providing outbound PSTN access and inbound DDI's for all organisations supported.

The Abzorb system is a proprietary cloud hosted VOIP telephony service supporting Bassetlaw users within the ICB. The system provides each extension/user with outbound PSTN access and an inbound DDI.

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.

Nottinghamshire Health Informatics Service is an NHS Organisation providing all IT Support Services to the ICB via a block contract under a Partnership Agreement.  
The contract with Nottinghamshire Health Informatics Service renews each Financial Year on the 1<sup>st</sup> April.

The Abzorb contract supporting Bassetlaw based users ends on the 8<sup>th</sup> December 2023.

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.

Nottinghamshire Health Informatics Service is an NHS Organisation providing all IT Support Services to the ICB via a block contract under a Partnership Agreement.

The ICB does not incur any itemised call charges from Nottinghamshire Health Informatics Services as all outbound telephony calls are incorporated into the wider block contract. Nottinghamshire Health

Informatics Service operate SIP Trunks which include free calls to the PSTN which all Partners benefit from.

The Abzorb contract supporting Bassetlaw based users incorporate all outbound call costs, covered within the service fee. £6,552 p.a. ex VAT

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

Nottinghamshire Health Informatics Service is an NHS Organisation providing all IT Support Services to the ICB via a block contract under a Partnership Agreement. The contract with Nottinghamshire Health Informatics Service renews each Financial Year on the 1<sup>st</sup> April.

The Abzorb contract supporting Bassetlaw based users ends on the 8<sup>th</sup> December 2023, whereupon telephony services will default to standard Nottinghamshire Health Informatics service provision.

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

Due to the recent changes within the ICB estate a review of all required extensions is currently being undertaken. This review is expected to conclude within the next 6 months and will include the amalgamation of Bassetlaw users. However a current estimation is around 500 extensions which is expected to be reduced significantly due to new ways of working.

### **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?

N/A – All network access is provided by the WAN

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

N/A – All network access is provided by the WAN

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

N/A – All network access is provided by the WAN

### **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?

Nottinghamshire Health Informatics Service provide access to a Wide Area Network and HSCN for the ICB and its other Partner Organisations.

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

Nottinghamshire Health Informatics Service is an NHS Organisation providing all IT Support Services to the ICB via a block contract under a Partnership Agreement. The contract with Nottinghamshire Health Informatics Service renews each Financial Year on the 1<sup>st</sup> April.

Nottinghamshire Health Informatics Service currently hold a single HSCN master contract on behalf of all its Partners which has an expiry date of 21<sup>st</sup> March 2024.

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

Nottinghamshire Health Informatics Service provides and maintains accesses to a secure, resilient shared Wide Area Network for the ICB and its other Partner Organisations. Any connected site in the Community of Interest Network can host any local NHS organisation via the use of appropriate VRF's and secure network segments. The WAN provided by Nottinghamshire Health Informatics Service provides access from any site to HSCN which also provides access to the Internet, via the NHS Digital Secure Boundary Service. All sites have Primary connections operating at 100Mbps as a minimum. All sites have backup connections using SFA or Fibre depending on the requirements of the site.

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

The Wide Area Network provided by Nottinghamshire Health Informatics Service connects over 178 sites. The ICB is able to operate from any of these sites due to the shared nature of the service.

The ICB currently operates from 7 key locations connected via the Wide Area Network.

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

Nottinghamshire Health Informatics Service is an NHS Organisation providing all IT Support Services to the ICB via a block contract under a Partnership Agreement. As access to the WAN is provided through an NHS Block contract covering all aspects of support and service it is not possible to breakdown the cost of WAN access only.

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.

Nottinghamshire Health Informatics Service is an NHS Organisation providing all IT Support Services to the ICB via a block contract under a Partnership Agreement.

Nottinghamshire Health Informatics Service currently hold a single HSCN master contract on behalf of all its Partners which was procured under the Crown Commercial Services Framework RM1045.

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.

Andrew Fearn, you can contact him via the contact form on the ICB website: [General Enquiries - NHS Nottingham and Nottinghamshire ICB](#)

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) have an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Associate Director of Governance via [lucy.branson@nhs.net](mailto:lucy.branson@nhs.net) or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham, NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>

Yours sincerely

Freedom of Information (FOI) Officer on behalf of *NHS Nottingham and Nottinghamshire Integrated Care Board*

[notts.foi@nhs.net](mailto:notts.foi@nhs.net)

*All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via [notts.foi@nhs.net](mailto:notts.foi@nhs.net). All requests for re-use will be responded to within 20 working days of receipt.*