



Date: 29 February 2024
Our ref: K: FOI/Ref: 2024-000059
Email: nss.pcf-foi@nhs.scot

Dear 

Freedom of Information Reference: FOI-2024-000059 – Telephony contract details.

I refer to your freedom of information request that we received on 05 February 2024. We have now completed the search of our records and can provide you with the following information:

Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP, Cloud)

Telephony/Voice Services Provider - Please can you provide me with the name of the supplier for each contract.

The name of the supplier is Maintel UK Ltd.

Telephony/Voice Services Spend - Please can you provide me with the annual spend.

The annual average spend for this contract is circa £130k.

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.

The contract renewal date is 1st of December 2024.

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

The contract duration is for 3 years with the possibility to extend for 2 years. The contract is entering its second year of extension.

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

Gamma Telecom/Maintel UK Ltd SIP.



Chair
Chief Executive
Director

Keith Redpath
Mary Morgan
Gordon Beattie

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Common Services Agency for the Scottish Health Service*

Telephony/Voice Services Number of Lines / Channels / SIP Trunks / Cloud based users - Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN.

There are 3,600 Gamma SIP channels supplied through Maintel contract.

Contract 2 - Incoming and Outgoing of call services.

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

Inclusive minutes with Gamma Telecom/Maintel UK Ltd.

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.

The contract renewal date is 1st of December 2024.

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.

Monthly average spend is approximately £3,500 for inclusive minutes.

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

The contract duration is for 3 years with the possibility to extend for 2 years. The contract is entering its second extension.

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

The organisation currently has 3,600 telephone extensions.

Contract 3 - The organisation's broadband provider.

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

NHS National Services Scotland (NSS) has two connections, one provided by Virgin Media, the other by Vodafone.

Broadband expiry | 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.

Both circuits have exceeded their original contract dates and are now billed monthly at the beginning of each month.



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

Annual average spend for each circuit is circa £10,000 for a total approaching circa £20,000.

Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.

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

The main supplier of WAN services is BT through the SWAN2 contract.

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.

The contract expiry date is March 2029.

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

Information on this contract can be found at www.swan.scot.

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

Approximately 15 NSS sites are covered by the SWAN Network.

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

Current Annual WAN Spend is approximately £200,000.

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.

The contract was procured through Public Contracts Scotland, with a Prior Information Notice published in August 2021, the contract notice ([View Notice - Public Contracts Scotland](#)) was published in September 2021, and the contract was awarded to BT in November 2022.

Internal Contact - Please can you send me their full contact details including contact number and email and job title for all the contracts above.

[REDACTED]
Senior Department Manager

Tel: [REDACTED]

I trust you will find the information of assistance and if you require any further information, please do not hesitate to contact me.



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If you are unhappy with any aspect of how we have dealt with your request, you can make representations to us asking us to review the handling of your request. Please write to the

Head of Information and Cyber Security
Digital and Security
NHS National Services Scotland
Headquarters
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB

or at the email address nss.foi@nhs.scot within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online application form](#).

If you have any queries about this letter, please contact me at the above address.

Yours sincerely

[Redacted signature]

[Redacted contact information]



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