

Freedom of Information Request

Ref: UHB 19-761

30 December 2019

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

Please can you send me the organisation's Local Area Network (LAN) contract, which may include the following:

- Support and Maintenance- e.g. switches, router, software etc.
 - Managed- If this includes services than just LAN.
1. Contract Type: Managed or Maintenance - Cisco Partner Support. This is the official Cisco term for the support maintenance contract that the Trust has. It does not accurately fit with either managed or maintenance.
 2. Existing Supplier: Who is the current supplier? - Block Solutions.
 3. Annual Spend for each supplier: What is the annual average spending on the supplier above? If there is more than one supplier please split the annual averages spend for each supplier.
The amount spent on Network/Cisco Call Manager maintenance is £177,834.71 excluding VAT. It is not possible to break this down therefore a figure for the network alone cannot be provided.
 4. Number of Users: Please can you provide me with the number of users this contract covers. Approximate number of users will also be acceptable.
There are 17,000 active IT accounts.
 5. Number of Sites: The number of sites, where equipment is supported by each contract. It is not clear what it is defined as a "site". However, University Hospitals Bristol NHS Foundation Trust comprises of the below hospitals:
Bristol Eye Hospital
Bristol Haematology and Oncology Centre
Bristol Heart Institute Clinical Services
Bristol Royal Hospital for Children

Bristol Royal Infirmary
South Bristol Community Hospital
St. Michaels Hospital
University of Bristol Dental Hospital
Bristol Sexual Health Centre
Central Health Clinic

6. Hardware Brand: What is the hardware brand of the LAN equipment? – Cisco.
7. Contract Description: Please provide me with a brief description of the overall contract.
To provide 24/7 monitoring of Network and Call Managers, with 4 hour to site replacement equipment and Tier 1 /2 fault resolution with onsite engineering when required.
8. Contract Duration: What is the duration of the contract is and can you please also include any extensions this may include.
The Trust is out of contract at present.
9. Contract Expiry Date: When does the contract expire? – The contract has expired.
10. Contract Review Date: When will the organisation is planning to review the contract?
The contract is currently under review.
11. Responsible Officer: Contact details including name, job title, contact number and email address?
Job title: Digital Communications Manager. Please use e-mail address CSIP@UHBristol.nhs.uk.

If the LAN maintenance is included in-house please include the following information:

12. Hardware Brand: What is the hardware brand of the LAN equipment?
13. Number of Users: Please can you provide me with the number of users this contract covers.
Approximate number of users will also be acceptable.
14. Number of Sites: Estimated/Actual number of sites the LAN covers.
15. Responsible Officer: Who within the organisation is responsible for LAN please provide me with contact details including name, job title, contact number and email address?

If the contract is managed by a 3rd party e.g. Can you please provide me with

16. Existing Supplier: Who is the current supplier?
17. Number of Users: Please can you provide me with the number of users this contract covers.
Approximate number of users will also be acceptable.
18. Number of Sites: Estimated/Actual number of sites the LAN covers.
19. Contract Type: Managed, Maintenance, Installation, Software
20. Hardware Brand: What is the hardware brand of the LAN equipment?
21. Contract Description: Please provide me with a brief description of the overall contract.

22. Contract Duration: What is the duration of the contract is and can you please also include any extensions this may include.
23. Contract Expiry Date: When does the contract expire?
24. Contract Review Date: When will the organisation is planning to review the contract?
25. Responsible Officer: Who within the organisation is responsible for each of these contract(s) please provide me with contact details including name, job title, contact number and email address?

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

FOI Team
UH Bristol NHS Foundation Trust