

Request title:  
**Telephone Maintenance Contracts**

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Reference Number: F4922  
Date of Response: 14/10/2022

Further to your Freedom of Information Act request, please find the Trust's response, in **blue bold text** below:

**Request and Royal Devon and Exeter NHS Foundation Trust  
Response**

**Please can you send me the following contract information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support if all the information is still the same besides the contracts dates please send just the new contract dates. It would be much appreciated.**

1. Contract Type: Maintenance, Managed, shared (If so, please state orgs)
  - a. **Maintenance**
2. Existing Supplier: If there is more than one supplier, please split each contract up individually.
  - a. **Maintel**
  - b. **SWComms**
  - c. **Datasharp**
  - d. **RHM**
3. Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider

a. <b>Maintel</b>	<b>72k</b>
b. <b>SWComms</b>	<b>48k</b>
c. <b>Datasharp</b>	<b>2.5k</b>
d. <b>RHM</b>	<b>2k</b>
4. Hardware Brand: The primary hardware brand of the organisation's telephone system.
  - a. **Unify HiPath**
  - b. **Mitel**
  - c. **Alcatel**
  - d. **BCM**
5. Number of telephone users:
  - a. **5000**
6. Contract Duration: please include any extension periods.
  - a. **Maintel – 1 years**
  - b. **SWComms - 3 year**
  - c. **Datasharp - 1 year**

- d. RHM - 1 year**
- 7. Contract Expiry Date: Please provide me with the day/month/year.
  - a. Maintel – 12/22**
  - b. SWComms – 04/24**
  - c. Datasharp – 03/22**
  - d. RHM – 11/22**
- 8. Contract Review Date: Please provide me with the day/month/year.
  - a. Maintel – 06/22**
  - b. SWComms – 06/22**
  - c. Datasharp – 01/22**
  - d. RHM – 5/22**
- 9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.
  - a. Unify – contact centre**
  - b. Unify – Xpressions Voicemail**
- 10. Telephone System Type: PBX, VOIP, Lync etc
  - a. PBX and VOIP**
- 11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
  - a. Support and maintenance for the telephone systems**
- 12. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.
  - a. Maintel – novated contract**
  - b. SWComms - novated contract**
  - c. BT – novated contract**
  - d. Datasharp – novated contract**
  - e. RHM – novated contract**
- 13. Contact Detail: Of the person from within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.
  - a. francis.gillen1@nhs.net**

If the service support area has more than one provider for telephone maintenance, then can you please split each contract up individually for each provider.

If the contract is a managed service or is a contract that provides more than just telephone maintenance, please can you send me all the information specified above including the person from within the organisation responsible for that particular contract.

If the maintenance for telephone systems is maintained in-house please can you provide me with:

1. Number of telephone Users:  
**This question Is not applicable.**
2. Hardware Brand: The primary hardware brand of the organisation's telephone system.
3. **This question Is not applicable.**
4. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.  
**This question Is not applicable.**
5. Contact Detail: Of the person from with the organisation responsible for telephone maintenance full Contact details including full name, job title, direct contact number and direct email address.  
**This question Is not applicable.**

Also, if the contract is due to expire please provide me with the likely outcome of the expiring contract.

**This question Is not applicable.**

If this is a new contract or a new supplier please can you provide me with a short list of suppliers that bid on this service/support contract

**This question Is not applicable.**