

Title: Telephone Maintenance Contract

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Reference Number: RDF1229-23

Date of Response: 22/02/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

*Dear FOI Officer,*

*I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telephone maintenance contract.*

*The contract information sent by the organisation previously has now expired please can you provide me with a new update of the telephone maintenance contract:*

*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)*

Answer: Eastern Services: Maintenance. Northern Services: Maintenance with SWComms via Gamma contract.

*2. Existing Supplier: If there is more than one supplier, please split each contract up individually.*

Answer: Eastern Services: SWComms, Maintel. Northern Services: Gamma/SWComms.

*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*

Answer: This information is commercially sensitive and its release would, or would be likely to prejudice the commercial interests of the Trust.

In applying the exemption under Section 43(2) the Freedom of Information Act the Trust has balanced the public interest in withholding the information against the public interest in disclosure.

The Trust has considered all the relevant factors in the public interest test and concluded that the benefit to the public in applying the exemption outweighs the public interest in releasing the information requested as a result of the prejudices and losses that would potentially affect the Trust and patients. As such this information is being withheld under Section 43 (2).

*4. Hardware Brand: The primary hardware brand of the organisation's telephone system.*

Answer: The Eastern service use Openscape 4000, Mitel, Alcatel. The Northern service currently use Mitel and Siemens Realitis (Siemens due to be removed and replaced by Mitel in Feb 23).

5. *Number of telephone users:*

Answer: The Eastern service of the Trust has 6000 users. The Northern service has 2500 Users.

6. *Contract Duration: please include any extension periods.*

Answer: The Eastern service Openscape 4000 contract will be 12/2025. Mitel and Alcatel will be 04/2024. For the Northern service the Mitel contract will be 02/2024.

7. *Contract Expiry Date: Please provide me with the day/month/year.*

Answer: The Eastern service Openscape 4000 contract will be 12/2025. Mitel and Alcatel will be 04/2024. For the Northern service the Mitel contract will be 02/2024.

8. *Contract Review Date: Please provide me with the day/month/year.*

Answer: Eastern Services: Openscape 4000 contract will be 06/2025, Mitel and Alcatel will be 01/2024. Northern Services: Due to commence.

9. *Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.*

Answer: Eastern Services: Openscape Contact center. Northern Services: ECC.

10. *Telephone System Type: PBX, VOIP, Lync etc*

Answer: Eastern Services: PBX and VoIP. Northern Services: VoIP.

11. *Contract Description: Please provide me with a brief description of the overall service provided under this contract.*

Answer: Supply and maintenance for both Eastern and Northern Services.

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.*

Answer: Eastern Services: CCS framework RM3808. Northern Services: CCS framework RM1045 Network Services - Approximately 05/05/2017.

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.*

Answer: John Malloch – Head of Procurement.

*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.*

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

a) *Number of telephone Users:*

Answer: Not Applicable.

*b) Hardware Brand: The primary hardware brand of the organisation's telephone system.*

Answer: Not Applicable.

*c) Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.*

Answer: Not Applicable.

*d) 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*

Answer: Not Applicable.

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

Answer: Not Applicable.

*f) 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?*

Answer: Not Applicable.