

Ref no: 132170718
From: Public
Date: 17/07/18
Subject: Telephone Maintenance (Telephone Systems)

REQUEST

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telephone maintenance contract that maintains the telephone system (hardware) and the applications on the systems (software).

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:

RESPONSE

1. Contract Type:
Maintenance
2. Existing Supplier:
BT
3. Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider –
BT - £216,439. 5 year contract, fixed yearly cost. (for services outside of
4. Hardware Brand:
Cisco
5. Number of telephone users:
Approx. 3000
6. Contract Duration:
5 Years
7. Contract Expiry Date:
31.3.2019
8. Contract Review Date:

1.1.2019.

9. Application(s) running on PBX/VOIP systems:
Call Control, Contact Centre, Switchboard
10. Telephone System Type:
VOIP
11. Contract Description: Provide support for the telephone system in the event of failure.
12. Contact Detail: Of the person from with the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address. – Matt Connor, Deputy Director of Informatics, 0151 676 5665, Matt.Connor@sthk.nhs.uk

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? - Single Contract

If the contract is a managed service or is a contract that provides more than just telephone maintenance please can you send me all of the information specified above including the person from with the organisation responsible for that particular contract? – Not a managed service

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

1. Number of telephone Users: 4500
2. Hardware Brand: The primary hardware brand of the organisation's telephone system. - Cisco
3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager. - Call Control, Contact Centre, Switchboard
4. 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. - Matt Connor, Deputy Director of Informatics, 0151 676 5665, Matt.Connor@sthk.nhs.uk

Also if the contract is due to expire please provide me with the likely outcome of the expiring contract. – Renewal with current supplier following review of the market and procurement exercise

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?