

1 August 2019

Information Rights & Compliance Team
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Our Ref: FOI/03352

Thank you for your request concerning our Telephone Maintenance Contract.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)

The information you are requesting is already in the public domain¹. Please follow this [link](#) to a previously published response.

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

Please follow the link provided under question 1.

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.

We do not record maintenance charges separately so are unable to provide you with a breakdown².

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

Please follow the link provided under question 1.

5. Number of telephone users?

Please follow the link provided under question 1.

6. Contract Duration: please include any extension periods.

Please follow the link provided under question 1.

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

Please follow the link provided under question 1.

¹ Section 21 – Information is available through other means

² Section 1(1) Any person making a request for information to a public authority is entitled

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to him.

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

Please follow the link provided under question 1.

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

Please follow the link provided under question 1.

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

Please follow the link provided under question 1.

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

Please follow the link provided under question 1.

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.

The contracts been with the organisation for a number of years.

The BT N3 hosted voice VOIP contract was procured under a formal tendering exercise led by Herts Procurement back in 2013.

13. Contact Detail: Of the person from with the organisation responsible for each contract full?

Please follow the link provided under question 1.

14. Contact details including full name, job title, direct contact number and direct email address.

Please follow the link provided under question 1.

The Head of Estates and Facilities is now Diane Brent - Associate Director of Estates and Facilities.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

**Sue Smith
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

