

22 January 2021

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Our Ref: FOI/03689

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.

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)

Please follow this [link](#) to our previous response¹. I can confirm that the majority of information has not changed.

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 spend separately by contract so are unable to provide you with a breakdown.

However, under Section 16 – Duty to provide advice and assistance I can confirm that the total spend for maintenance contracts (plus rental where these are not charged separately) is £356k for 2019/20.

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.

¹ Section 21 – Information is available through other means

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.

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 in question 1.

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

Please follow the link provided in 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.

This information is already in the public domain; please follow this [link](#).

13. 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.

Please follow the link provided under question 12.

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.

Please follow the link provided under question 1.

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.

Please follow the link provided under question 1 and 12.

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

1. **Number of telephone Users:**
2. **Hardware Brand: The primary hardware brand of the organisation's telephone system.**
3. **Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.**
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.**

Not applicable

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

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](#).

