Freedom of Information Request

Reference Number: EPUT.FOI.18.779
Date Received: Legal Team

Information Requested:

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:

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)
   BT Total Care maintenance Contract
   Cisco CUCM

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

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 Approx £42,000 - £45,000 PA
   Maintel – approx. £200 - £250 per annum

4. Hardware Brand: The primary hardware brand of the organisation’s telephone system.
   Avaya
   Cisco

5. Number of telephone users:
   150
   1500

6. Contract Duration: please include any extension periods.
   3 years
   1 year rolling

7. Contract Expiry Date: Please provide me with the day/month/year.
   BT - March 2020
   Maintel - Sept 2019
8. Contract Review Date: Please provide me with the day/month/year.
   BT March 2019
   Maintel - March 2019

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

10. Telephone System Type: PBX, VOIP, Lync etc
    BT - PBX
    Maintel - VOIP

11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
    24/7, 365 Total Care – 4 Hour response, single point contact help desk
    24/7/365 – 1 hour response to P1

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.
    OJEC Tender

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.
    Janette Leonard; Janette.leonard@nhs.net
    Director ITT
    01268 739663

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?

BT

Maintel

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?

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

14. Number of telephone Users:
    BT – 150
    Maintel - 1500

15. Hardware Brand: The primary hardware brand of the organisation’s telephone system.
16. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
   BT - Avaya contact centre
   Maintel – CUCM (Cisco Call manager)

17. 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.
   BT and Maintel – Adam Whiting
   Adam.whiting@nhs.net
   AD IT business Operations
   0845 603 009

18. Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.
   Go to market via tender or framework

19. 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?
   Not new contracts