

Freedom of Information Request

Reference Number: EPUT.FOI.19.1364
Date Received: 17 December 2019

Information Requested:

I would like to request the following information:

- Please confirm the manufacturer of your telephony system(s) that are currently in place?

Cisco and Avaya
- When was the installation date of your telephony equipment?

Avaya - Nov 2008
Cisco – 2009 – several upgrades, most recent Oct 2018
- Who maintains your telephony system(s)?
Please confirm value of the initial project and value of annual support/maintenance services (in £)?

Awarded to BT through CCS tender Dec 2019
Initial project capital in region of £100,000
Per annum licences and support ITRO £250,000
- When is your contract renewal date?

The Avaya contract will expire in March 2020.

A 3 year contract with Cisco is being finalised following a competitive tender against the CC framework.
- Please confirm the manufacturer of your Contact centre system(s) that are currently in place?

Avaya
- When was the installation date of your contact centre infrastructure?

Nov 2018
- Who maintains your contact centre system(s)?
Please confirm value of the initial project and value of annual support/maintenance services (in £)?

BT,

Maintenance per annum – ITRO £45,000
- How many contact centre employees/agents do you have?

19.4 WTE rota (24/7/365)

9. When is your contract renewal date?
March 2020
10. Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?
Piloting Skype for business
On Prem cisco Webex.
11. How many employees do you have overall within your organisation?
The Trust believes that this information is publicly available on the <https://eput.nhs.uk/about-us/> website and therefore is applying a Section 21 exemption of the Act (Information accessible to applicant by other means).
12. Who currently provides your calls and lines?
BT and VMB
13. What is your current annual spend on calls and lines?
ITRO £1m per annum
14. When is your contract renewal date?
Rolling 1 month – in progress of refresh following a CCS framework tender.
15. Are you using SIP or ISDN?
Both
16. Do you use a wide area network?
Yes – HSCN though Updata
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Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link <https://eput.nhs.uk>