Freedom of Information Request

Reference Number:	EPUT.FOI.20.1513
Date Received:	14 April 2020

Information Requested:

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telephone maintenance contract.

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 if all the information is still the same besides the contracts dates please send just the new contract dates it would be much appreciated.

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.

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.

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

2. Existing Supplier: If there is more than one supplier please split each contract up individually.
   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
   Between £100k and 150k annually

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

5. Number of telephone users:
   4000

6. Contract Duration: please include any extension periods.
   3 Years

7. Contract Expiry Date: Please provide me with the day/month/year.
   Feb 2023

8. Contract Review Date: Please provide me with the day/month/year.
    Feb 2023

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

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

11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
    PSS (Partner Support Services) inc Smartnet Support for all assets

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.
    CCS Technology Services 2 Framework Agreement RM3804

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.
    AD IT Business Operations
    Tel: 0300 123 0808

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

Please see above

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.
5. Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.
6. 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?

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