

Freedom of Information Request

Reference Number: EPUT.FOI.24.3306
Date Received: 9th of January 2024

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.

1. Contract Type: Maintenance, Managed, shared (If so, please state orgs)
Essex Partnership University Trust Cisco Maintenance Contract – Our primary telephone solution is maintained in house, however, as we utilise Cisco, support (when required) is covered under our Cisco maintenance contract provided by BT

In addition to the above, the SIP services that our Cisco environment is based upon is provided by Cinos as a fully managed service and covers the following services:

2 x QoS Premium - Per annum, 5 year commit
SS11 7XX - 1G - Annual Charge - Per annum, 5 year commit
RM16 2PX 1G - Annual Charge - Per annum, 5 year commit
350 SIP Trunks Primary - Per annum, 5 year commit
2 x Managed Router - Per annum, 5 year commit
2 x Managed Voice - Per annum, 5 year commit
2 x Cross Connects - Per annum, 5 year commit
CCS Support Wrap 24x7 (12month term)

2. Existing Supplier: If there is more than one supplier, please split each contract up individually.
BT – Cisco Maintenance Contract
Cinos – Managed SIP services

3. Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider
The information you have requested is around the Trust's annual spend for each contract and disclosure would involve placing elements of our commercial strategy into the hands of competitors, which would prejudice our commercial interests. The Trust believes that this information is of commercial interest and may prejudice either the supplier or the Trust. The Trust is therefore applying Section 43 of the Act (Commercial Interests):

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

5. Number of telephone users:
8000

6. Contract Duration: please include any extension periods.
BT = 5 Years
Cinos = 5 Years

7. Contract Expiry Date: Please provide me with the day/month/year.
BT – 23/03/2025
Cinos – 30/04/2025

8. Contract Review Date: Please provide me with the day/month/year.
Contracts to be reviewed this year as part of the Trust strategic review into telephony.

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, UCCX, Finesse, Jaber, Unity

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.
EPUT Cisco Maintenance Contract – Our primary telephone solution is maintained in house, however, as we utilise Cisco, support (when required) is covered under our Cisco maintenance contract provided by BT

In addition to the above, the SIP services that our Cisco environment is based upon is provided by Cinos as a fully managed service and covers the following services:

2 x QoS Premium - Per annum, 5 year commit
SS11 7XX - 1G - Annual Charge - Per annum, 5 year commit
RM16 2PX 1G - Annual Charge - Per annum, 5 year commit
350 SIP Trunks Primary - Per annum, 5 year commit
2 x Managed Router - Per annum, 5 year commit
2 x Managed Voice - Per annum, 5 year commit
2 x Cross Connects - Per annum, 5 year commit
CCS Support Wrap 24x7 (12month term)

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.

Tender via framework:
Cinos - EPUT Contract Ref: EPUT185
BT – EPUT Contract Ref: EXP393

13. Contact Detail: Of the person from within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

In an effort to ensure that the Trust does not receive unsolicited communications and/or any potential malicious malware, the Trust does not routinely publish the names or contact details of staff other than those publicly available through our Trust website.

Any staff details disclosed will be at senior level only and should not be used for the purpose of unsolicited communications or marketing purposes (in accordance with The Privacy and Electronic Communication Regulations, PECR) as well as ICO (Information Commissioner's Office) guidance.

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 the information specified above including the person from within the organisation responsible for that particular contract.

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

1. Number of telephone Users:

8000

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

Cisco

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

CUCM, UCCX, Finesse, Jaber, Unity

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.

In an effort to ensure that the Trust does not receive unsolicited communications and/or any potential malicious malware, the Trust does not routinely publish the names or contact details of staff other than those publicly available through our Trust website.

Any staff details disclosed will be at senior level only and should not be used for the purpose of unsolicited communications or marketing purposes (in accordance with The Privacy and Electronic Communication Regulations, PECR) as well as ICO (Information Commissioner's Office) guidance.

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

N/A

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?

N/A

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>