

Reference Number: FOI/2020/117
From: Private Individual
Date: 14/04/2020
Subject: Telephone Maintenance

Q1 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)
2. Existing Supplier: If there is more than one supplier please split each contract up individually.
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
4. Hardware Brand: The primary hardware brand of the organisation's telephone system.
5. Number of telephone users:
6. Contract Duration: please include any extension periods.
7. Contract Expiry Date: Please provide me with the day/month/year.
8. Contract Review Date: Please provide me with the day/month/year.
9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
10. Telephone System Type: PBX, VOIP, Lync etc
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
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.
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.

- A1
1. Maintenance
 2. ANS Group
 3. £283000 including hardware per year average over 3 years
 4. Cisco
 5. circa 1000 users
 6. 3 years extended from 11/10/2019 on 3 month rolling
 7. 11.07.2020
 8. 01.06.2020
 9. Cisco UCM, Arc Switchboard
 10. PBX
 11. Network Support

12. CCS Framework RM1054

13. Andrew Carter, Head of IT, 0151 600 1282, Andrew.carter@lhch.nhs.uk

Q2 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.

A2 Information not held – not applicable

Q3 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.

A3 Andrew Carter, Head of IT, Andrew.carter@lhch.nhs.uk

Q4 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.

A4 Information not held – not applicable

Q5 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?

A5 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'. As per A1.