

FOI REF: 24/025

5th February 2024

Tel: 0300 131 4500
Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

The information that I require relates to a specific 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.

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

[Maintenance Contract is with NTT.](#)

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

[All with NTT.](#)

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.

[Whilst the Trust holds the information requested, it is applying a Section 43\(2\) exemption in relation to this part of the request as the release of the information is likely to prejudice its commercial interests.](#)

[In applying the exemption consideration has been given to the public interest in enabling scrutiny of public sector decision making and the general public interest in accountability and transparency.](#)

We have concluded that sharing commercials could disadvantage the incumbent supplier against their competitors. The information would provide competitors with the suppliers pricing, which could result in these suppliers obtaining a competitive advantage which could result in the Trust not obtaining best value for money. In this instance, we consider that the public interest in withholding the information is greater than the public interest in disclosing the information.

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

Alcatel Lucent.

- 5) **Number of telephone users.**

Approximately 7,500 telephone users.

- 6) **Contract Duration: please include any extension periods.**

7 years.

- 7) **Contract Expiry Date: Please provide me with the day/month/year.**

1st January 2025.

- 8) **Contract Review Date: Please provide me with the day/month/year.**

22nd January 2024.

- 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.**

VOIP

- 11) **Contract Description: Please provide me with a brief description of the overall service provided under this contract.**

Support and Maintenance of Telephony System.

- 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.**

Mini Competition – Framework Agreement Crown Commercial Services - Network Services RM1045.

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.

- **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:

John Avann
Digital IT Manager

We are unable to provide the email addresses of all Senior Staff as we consider this information to be exempt from release in accordance with section 44 of the Freedom of Information Act (Prohibition on disclosure) and would refer to the Privacy and Electronic Communications EC Directive Regulations 2003 which provide specific rules on electronic communication services, including marketing (by phone, fax, email or text) and keeping communications services secure. We will not provide any information that could result in the transmission of unsolicited communications which may place an unacceptable risk to our email network and could also have a detrimental impact on patient care and treatment.

The contact numbers for the main hospital are accessible on the Trust website <http://www.esht.nhs.uk>.

This is an absolute exemption and there is, therefore, no requirement to consider the public interest.

a) Number of telephone users.

Approximately 7,500 telephone users.

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

Alcatel Lucent.

c) 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, Voicemail, Auto attendant, Soft panel displays, management system (Omnivista) and call recording.

- d) **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.**

John Avann
Digital IT Manager

Section 44 applied, please refer to question 13.

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

Not applicable as contract is not due to expire until 2025.

- f) **If this is a new contract or a new supplier, please can you provide me with a shortlist of suppliers that bid on this service/support contract.**

Not applicable.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department
esh-tr.foi@nhs.net