

Ref No. SG8347

Date: 11 July 2019

REQUEST: Please can you send me the following contract information via email 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)
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.

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.

OUR RESPONSE:

1. Maintenance and managed.
2. Virgin Media.
3. This information is exempt under Section 21 of the Freedom of Information Act as the Trust publishes invoices on the Trust website at: <https://www.leicspart.nhs.uk/Aboutus-WhatWeSpendandHowWeSpendIt.aspx>
4. Nortel DMS 100 Centrex and Mitel 3300.
5. 4000
6. Currently out of contract.
7. N/A
8. N/A
9. Contact centre voice recording.
10. VOIP
11. Currently out of contract.
12. New contract will be tendered via an appropriate framework once full audit of services and requirements is complete.
13. Mr C Elliott. IT Support and Infrastructure Manager. Chris.elliott@leics-his.nhs.uk. 0116 295 3500.
Please note: In accordance with the Privacy & Electronic Communications (EU Directive) Regulations we withhold permission for you to either store these details on your database, or make contact for marketing purposes.