

Ref: FOI/GS/ID 4858

Please reply to:
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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to telephone maintenance contracts (hardware and software).

You asked:

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)*
- 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.*

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?

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.*

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?

Trust response:

The Trust have two telephone systems. The first is a Cisco VoIP-based system (CallManager) for the majority of MTW's telephony requirements. The Trust also have a Centrex system that is used to provide emergency phones, such as cardiac events, fire alarm cascading etc., and some analogue lines, e.g. lift phones, fax lines within the Trust. Therefore, all answers below are given for both systems.

- 1) Contract type – CUCM: this system is administered in-house by MTW's IT department with third party technical support for the licencing, SIP trunks for PSTN access, hardware and software support of the system (including Cisco TAC); Centrex is wholly managed by the third-party supplier.
- 2) CUCM: Block Solutions; Centrex: Virgin Media
- 3) Centrex: Virgin Media
- 4) CUCM: Cisco Systems – servers are virtualised running on VMware ESXI server running on Cisco UCS hardware. Other devices (gateways) are Cisco; Centrex: unknown as VMB simply provide analogue lines into our premises
- 5) CUCM: Approximately 5500 users/extensions; Centrex: Approximately 400 analogue lines
- 6) 1 year
- 7) 31st July 2019

- 8) 31st July 2019
- 9) CUCM: Cisco Unity Connection for voicemail, Cisco Jabber for instant messaging and presence , and Netcall SEMAP+ and Liberty servers for ACD and IVR; Centrex: there is a Multitone paging gateway for short-range pagers
- 10)CUCM: VoIP; Centrex: analogue
- 11)Block Solutions: provide telephony hardware and software support, including fault investigation and diagnosis. Block also provide the SIP links for our PSTN access, which is with a third party; Virgin Media: provide the physical installation of analogue lines, any all aspects of the service since there is no customer administration of the Centrex platform.
- 12)CCS RM1557
- 13) Telephony falls within the remit of the Director of Health Informatics.