

Ref: FOI/GS/ID 5546

Please reply to:
FOI Administrator
Trust Management
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Email: mtw-tr.foiadmin@nhs.net

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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 system maintenance contract.

You asked:

- 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.*

Trust response:

1. Maintenance.
2. Block.
3. £210,000
4. Cisco.
5. About 5000.
6. 3 years with two 1 year extensions
7. 31/12/21
8. Ongoing
9. Cisco unified Call Manager 11.5.
10. Cisco Call Manager 11.5.
11. Break fix.
12. Framework RM3804
13. The Trust considers the names and contact details requested exempt under Freedom of Information Act 2000 Section 40(2) (personal information) as it relates to the personal information of employees. These members of staff are not of sufficient senior level where there is reasonable expectation that this information would be released into the public domain.

The Trust follows guidance issued by the Information Commissioner's Office on the disclosure of personal data including direct contact details.

This role falls under the remit of the Chief Finance officer. The Trust Executive structure chart and details of the above positions is available on the Trust website www.mtw.nhs.uk

If you wish to contact members of the board, please contact the Executive secretarial team on telephone 01622 226412.