

Ref: FOI/GS/ID 7955

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net
www.mtw.nhs.uk

23 June 2023

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.

*You asked: All questions are shown as received by the Trust.
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 spends 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 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:

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:

1. Managed
2. Block
3. The Trust is applying Section 43 to this question.
4. Cisco
5. 3716
6. Annual renewal - rolling
7. Annual renewal - rolling
8. Annual renewal - rolling
9. IM and presence, video calling and voicemail. In addition, we have separate products for Switchboard console/ACD and another ACD/IVR product for non-switchboard functions
10. VoIP PBX
- 11.
1. Block Support Services -

Telephone + Email Support 24x7 + Advanced hardware replacement NBD * (Next Business Day delivery RMA subject to vendor approval of hardware fault before 14:00 GMT - replacement is couriered) - UK ONLY includes virtual/cloud products. Incident Management, Problem Management, Patch Management

2. Palo Alto Networks PA-5220 with redundant AC power supplies

Palo Alto Networks PA-5200 4 post rack mount kit

Threat prevention subscription 3 year prepaid for device in an HA pair, PA-5220

WildFire subscription 3 year prepaid for device in an HA pair, PA-5220

Advanced URL Filtering Subscription,3-year, PA-5220 HA Pair

Panorama central management software, 25 devices

Block Consultancy Work

12. HTE Framework

13. Maidstone & Tunbridge Wells NHS Trust receives a number of requests for details relating to the professional lives of our staff from private individuals and organisations, some of whom are involved in recruitment and marketing. On very rare occasions it might be considered in the public interest to disclose some information but in such cases the views of the individual staff concerned is always sought. Information relating to staff that is not currently publicly available on our website will not be released under Freedom of Information Act 2000 Section 40(2) (personal information) as it relates to the personal information of employees.

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

The Trust Executive structure chart is available on the Trust website

www.mtw.nhs.uk This role falls under the remit of the Chief Finance Officer.

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 – Not applicable

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. - Not applicable

If the maintenance for telephone systems is maintained in-house, please can you provide me with:

1. Number of telephone Users: - Not applicable

2. Hardware Brand: The primary hardware brand of the organisation's telephone system. - Not applicable

3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager. - Not applicable

4. Contact Detail: Of the person from with the organisation responsible for telephone - Not applicable

maintenance full Contact details including full name, job title, direct contact number and direct email address. - Not applicable

Also, if the contract is due to expire, please provide me with the likely outcome of the expiring contract. - Not applicable

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? - Not applicable