

FOI 0434/2023 Response

Dear FOI Officer,

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telephone maintenance contract.

The contract information sent by the organisation previously has now expired please can you provide me with a new update of the 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 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)**

Maintenance and software assurance

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

Unify

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**

£57500 ex VAT

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

Openscape voice

5. **Number of telephone users:**

3000

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

5 years

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

01/03/26

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

Not recorded

9. **Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.**

Voicemail

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.**

Maintenance and software assurance for the dual mode Openscape voice and Xpressions voicemail systems

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.**

Direct Award via CCS RM3808 Network Services 2 Framework

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.**

The Trust is unable to provide a response for your query.

This because we do not routinely release staff members personal information for those below a band 8c role.

The Trust therefore, rely on exemption Section 40 of the Freedom of Information Act 2000 to deny this aspect of your request.