

Ref FOI17 169
Date 31 May 2017

Dear Sir/Madam

Request for information under the Freedom of Information Act 2000

Please find below/attached the Isle of Wight NHS Trust's response to your request.

Please provide the following information

The information that I require relates to a specific telecommunications 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:

- 1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)**

RESPONSE: Maintenance

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

RESPONSE: BT

- 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**

RESPONSE:

2016/17 £29910.08

2015/16 £29793.30

2014/15 £29539.03

- 4. Number of Users:**

RESPONSE: 3000

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

RESPONSE: Cisco Call Manager

- 6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g.**

RESPONSE: Unity, UCCX

- 7. Telephone System Type: PBX, VOIP, Lync etc**

RESPONSE: VOIP

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

RESPONSE: Annual

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

RESPONSE: March 31st 2018

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

RESPONSE: April 1st 2018

11. **Contract Description:** Please provide me with a brief description of the overall service provided under this contract.

RESPONSE: Hardware and software support 24/7

12. **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.

Response - Names and contact details of Trust staff constitute personal data as defined within the Data Protection Act 1998 and as such are exempt under Section 40(2) of the Freedom of Information Act 2000. However, we can advise that this responsibility falls within the remit of Jon Burwell, Executive Director of Strategy and Planning. Further information regarding the Trust and the Executive Board is readily available on the Trust website. www.iow.nhs.uk

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 Users:** 400

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

3. **Application(s) running on PBX/VOIP systems:** Applications that run on the actual PBX or VOIP system. E.g. **Consoles**

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.

Response - Names and contact details of Trust staff constitute personal data as defined within the Data Protection Act 1998 and as such are exempt under Section 40(2) of the Freedom of Information Act 2000. However, we can advise that this responsibility falls within the remit of Jon Burwell, Executive Director of Strategy and Planning. Further information regarding the Trust and the Executive Board is readily available on the Trust website. www.iow.nhs.uk

Also if the contract is due to expire please provide me with the likely outcome of the expiring contract. Contract and system will be removed this year

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?

Please note the Isle of Wight NHS Trust came into existence on the 1.4.12 therefore we do not hold information prior to this date. If you require information prior to this date please contact the Department of Health.

Please note that this response does not constitute as consent for direct marketing.

A copy of this response will be published on the Trust website.

We would like to bring to your attention the unique status of the Isle of Wight NHS Trust which serves a resident population of 140,000 with a substantial influx of tourists during the summer months. The Trust provides acute, ambulance, community, maternity, mental health services on the Isle of Wight. As the only fully integrated service provider in England with this unique range of services, comparisons with other service providers are not always straightforward.

This letter also confirms the completion of this request. A log of this request will be held on a database by the Trust. All hard copy correspondence relating to this request will be held for one year from the date of this letter, before being confidentially destroyed.

If you are unhappy about the response you have received your first line of action should be to write and request the Trust to undertake an internal review of your application. A senior member of staff, who was not involved with your initial application, will undertake this review. If after this process you are still not satisfied with the response you receive from the Trust you can complain to the Information Commissioner at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Please do not hesitate to contact this office if you have any further questions.

Yours faithfully

Freedom of Information Team