

Our Ref: 214/2019  
June 2019

## Re: Your request made under the Freedom of Information Act 2000

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Please can you send me the following contract information via email 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)

**Maintenance**

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

**ATOS IT Services UK Ltd**

- 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

**We are not required to answer this question under s.21 of the FOIA 2000, as this information is routinely published on our website: <https://www.dbth.nhs.uk/about-us/our-publications/publication-scheme/what-we-spend-and-how-we-spend-it/supplies-and-purchasing/>**

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

**OpenScape Voice**

- 5) Number of telephone users:

**Approx. 4,000**

- 6) Contract Duration: please include any extension periods.

**3 years with the option to extend for a further 2 years plus two (2) years**

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

**30/04/2022**

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

**November 2021**

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

**Contact Centre**

**Voicemail**

**Call Logger**

**Voice Recording**

- 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 of OpenScape voice solution and Ancillary services (Tiger Call Logger and ASC Recording).**

- 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.

**Open OJEU Tender process using E Tendering Portal InTend - Tender Notice DBTH-CORP-TH-2018-19-515**

- 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.

**Contracts Manager - Procurement**

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*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?*