

Our Ref: 121/2020
April 2020

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

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

- 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

Please refer to our over £25k spend: <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:

4000

- 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.

30/04/22

- 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.

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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

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 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?