

10 August 2018

Our Ref: RFI 24267

Dear

**Freedom of Information Act 2000
Information in Relation to Telephone Maintenance (Telephone Systems)**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to the above which you requested on 17 July 2018.

A response to each of the questions raised has been provided by the Planning, Performance and Informatics Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital (informationgovernance@setrust.hscni.net) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

**Catherine Treanor
Information Governance Assistant**

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:

Q1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)

A1. Managed.

Q2. Existing Supplier: If there is more than one supplier please split each contract up individually.

A2. BT.

Q3. Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider

A3. The annual average spend for 5 years £1million.
The annual average spend over the past 3 years £900,000.

These figures cover the whole of the Voice & Data Communications Partnership (VDCP) contract of which telephony is part.

Q4. Hardware Brand: The primary hardware brand of the organisation's telephone system.

A4. Avaya.

Q5. Number of telephone users:

A5. 7188 Avaya Licences, 6796 users at present.

Q6. Contract Duration: please include any extension periods.

A6. 5 years + 1 + 1

Q7. Contract Expiry Date: Please provide me with the day/month/year.

A7. 31/3/2019.

Q8. Contract Review Date: Please provide me with the day/month/year.

A8. Commenced June 2018 and is ongoing.

Q9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.

A9. Contact Centre, Voicemail, Switchboard application, Admin applications e.g. system manager.

Q10. Telephone System Type: PBX, VOIP, Lync etc

A10. VOIP/SIP.

Q11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.

A11. Voice & Data Communications Partner to replace existing multi-supplier arrangements and to develop its next generation of voice and data communications services. The Voice & Data Communications Partner arrangement will cover a comprehensive and broad range of voice and data communications supplies and services, including, without limitation to the generality of this: design, implementation, maintenance and support of telephone numbers, circuits and calls (fixed and mobile), telephone switches, cabled and wireless network services, radio services, paging services, switchboard services and the supply of related hardware and software.

Q12. 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.

A12. OJEU.

Q13. 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.

A13. Darren Henderson
Assistant Director of Technology & Telecoms
02890561404
Darren.Henderson@setrust.hscni.net

The answer to the following questions is not applicable.

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?