



Ref: FOIA Reference 2019/20-157

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 16th July 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 18th June 2019 requesting information under the Freedom of Information Act (2000) regarding telephone system maintenance contract.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 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:

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

A1 Please refer to the attached spread sheet.

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

A2 As answer 1

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 As answer 1

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

A4 As answer 1

Q5 Number of telephone users:

A5 As answer 1

Q6 Contract Duration: please include any extension periods.

A6 As answer 1

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

A7 As answer 1

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

A8 As answer 1

Q9 Application(s) running on PBX/VOIP systems:

A9 As answer 1

Q10 Telephone System Type: PBX, VOIP, Lync etc

A10 As answer 1

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

A11 As answer 1

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 As answer 1

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.

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?

A13 As answer 1

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

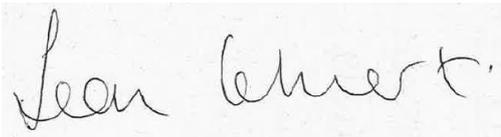
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Jean Lehnert
Information Governance Manager