

**Royal Stoke University Hospital**

Ref: FOIA Reference 2021/22-516

**Data, Security and Protection**  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Date: 11<sup>th</sup> March 2022

Tel: 01782 676474  
Email [FOI@uhnm.nhs.uk](mailto:FOI@uhnm.nhs.uk)

Dear

I am writing to acknowledge receipt of your email dated 14th January 2022 requesting information under the Freedom of Information Act (2000) regarding Telephone Maintenance.

**The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.**

**However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.**

**We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.**

**The Information Commissioners Office has recognised the current situation in the NHS.**

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) 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 I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telephone maintenance 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)
2. Existing Supplier: If there is more than one supplier please split each contract up individually.

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
4. Hardware Brand: The primary hardware brand of the organisation's telephone system.
5. Number of telephone users:
6. Contract Duration: please include any extension periods.
7. Contract Expiry Date: Please provide me with the day/month/year.
8. Contract Review Date: Please provide me with the day/month/year.
9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
10. Telephone System Type: PBX, VOIP, Lync etc
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
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.
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.

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?

- A1 Please note that UHNM has answered this request under references:
- 393-1819 (answered in full 13th November 2018)
  - 544-1920 answered December 2019,
  - 609-1819 answered in full 16th January 2019
  - 261-2021 answered 15<sup>th</sup> October 2020 with the updates as required as asked for at the top of your request- highlighted.

All of these were identical. In accordance with Section 14 (2) of the FOI Act, Where a public authority has previously complied with a request for information which was made by any person, it is not obliged to comply with a subsequent identical or substantially similar request from that person unless a reasonable interval has elapsed between compliance with the previous request and the making of the current request.

*This exemption is an absolute exemption and therefore no consideration of the public interest test is needed.*

**In addition UHNM feels this information is exempt under section 21: *information reasonably accessible by other means*. This is because the information is available via the Trust's public website at the following link: (under the references given 261-2021 available November 2020)**

**<http://www.uhnm.nhs.uk/about-us/regulatory-information/freedom-of-information-publication-scheme/freedom-of-information-disclosure-log/>**

**Therefore the Trust is only supplying updates- see below:**

**Q1      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:**

A1      Renewed 01/04/2021 (County Hospital)

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

A7      31 March 2023 (County Hospital)

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

A8      31 March 2023 (County Hospital)

**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     David Tudor\* - Head of service delivery. All Trust emails are in the following format:  
[firstname.lastname@uhnm.nhs.uk](mailto:firstname.lastname@uhnm.nhs.uk)

\*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.***

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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](http://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,



Leah Carlisle  
**Deputy Head of Quality, Safety & Compliance**