

**Request for information under the Freedom of Information Act – 2021.935**  
**Released – 21 September 2021**

Thank you for your email received 24 August 2021 requesting information regarding telephone maintenance.

Please find detailed below a summary of your request, together with our response.

**Summary of your original request:**

**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.**

VOIP is supplied between BDR and 8x8.

Fixed line telephony is supplied and maintained by Nine Services, BT, Daisy, and Virgin.

**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 -**

Supplier	Approximate average spend per year for past 3 years
BDR	180,000
8x8	380,000
Nine Service	23,600
BT	363,000
Daisy	25,000
Virgin	8,000

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

Mitel (handsets).

**5. Number of telephone users:**

It is hard to say how many 'telephone users' we have, the trust has approx. 5700 colleagues, although not all of these will require to use a telephone.

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

Daisy Communication LTD - 3 year contract starting from 01/04/2021 to 31/03/2020 and extended till 31/03/2023

Chairman John Goulston Chief Executive Paul Bentley

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

8\*8 - 3 year contract starting from 20/03/2020 to 19/03/2023

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

Daisy Communication LTD till 31/03/2023

8\*8 - 19/03/2023

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

Daisy Communication LTD till 31/03/2023

8\*8 - 19/03/2023

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

8x8 Work and 8x8 Virtual Contact Centre.

**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. –**

Daisy Communication LTD is Telecom Services and 8\*8 is Provision of Cloud Telephony Services

**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.**

Via the internal procurement team across certain frameworks.

**13. Contact Detail: Of the person from within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.**

It is Trust policy to not release names and contact details of staff below Executive Director Level as this constitutes personal information which is exempt under Section 40(2) in conjunction with Section 40(3A)(a) of the Freedom of Information Act 2000 which relates to 'Personal Information'.

An excerpt of the relevant Freedom of Information legislation can be found below:

**Section 40 – Personal information**

*(2) Any information to which a request for information relates is also exempt information if—*

*(a) it constitutes personal data which does not fall within subsection (1), and*

*(b) either the first, second or third condition below is satisfied.*

*(3a) The first condition is that the disclosure of the information to a member of the public otherwise than under this Act*

*(a) would contravene any of the data protection principles, or*

*(b) would do so if the exemptions in section 24(1) of the Data Protection Act 2018 (manual unstructured data held by public authorities) were disregarded.*

We can confirm that the Executive Director with overall responsibility for contracts is Gordon Flack – Director of Finance and Deputy CEO.