

**Request for information under the Freedom of Information Act – 2022.166  
Released – 11 October 2022**

Thank you for your email received 16 September 2022 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.**

The Trust is currently moving all connections to 8x8, but we still have some VOIP connections through BDR and fixed line with BT and Daisy

**3. Annual Average Spend: The annual average spends 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	122,000
8x8	354,000
Daisy	22,000
BT	97,000
Nine Group	2,000
Virgin	2,000

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

Cloud based – no hardware needed

**5. Number of telephone users:**

It is hard to say how many 'telephone users' we have. The trust has approx. 5200 colleagues, although not all of these will require to use a telephone.

Chair John Goulston Chief Executive Mairead McCormick

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

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

8x8 and Daisy expires 03/2023 all other suppliers mentioned are rolling contracts.

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

8x8 and Daisy expires 03/2023 all other suppliers mentioned are rolling contracts.

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

8x8 and Daisy expires 03/2023 all other suppliers mentioned are rolling contracts.

**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**

Cloud with some 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 8x8 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.**

Framework reference	Successful Bidder
RM3825	Daisy Communications Limited
RM3808	8 x 8 UK Ltd
RM6100	BDR Solutions

**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 advise that the Director with overall responsibility for IT is Gordon Flack – Director of Finance and Deputy Chief Executive Officer, [Gordon.Flack@nhs.net](mailto:Gordon.Flack@nhs.net)

***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 the information specified above including the person from within 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.***

Not applicable

***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?***

Not applicable