

**Freedom of Information Request - 4219**

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telecommunications 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:

*The Trust has two telephone systems; a main Siemens PBX with a secondary Cisco Call Manager system slaved from it.*

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

A1. *Maintenance*

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

A2. *Unify Enterprise Communications Ltd.  
Intrinsic Ltd*

**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. *Commercially sensitive information withheld to reduce the risks associated with invoicing fraud.*

**Q4. Number of Users:**

A4. *2210 extensions / 65*

**Q5. Hardware Brand: The primary hardware brand of the organisation's telephone system.**

A5. *Siemens  
Cisco*

**Q6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.**

A6. *Commercially sensitive information withheld to reduce the risks associated with invoicing fraud and cyber-attack.*

**Q7. Telephone System Type: PBX, VOIP, Lync etc.**

A7. *PBX  
VoIP*

**Q8. Contract Duration: please include any extension periods.**

A8. *Four years  
One year*

**Q9. Contract Expiry Date: Please provide me with the day/month/year. A9.**  
*Commercially sensitive information withheld to reduce the risks associated with invoicing fraud*

**Q10. Contract Review Date: Please provide me with the day/month/year.**  
*A10 Commercially sensitive information withheld to reduce the risks associated with invoicing fraud*

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

*A11. Out-of-hours breakdown support mon-sun, 24hr, 4hr response, including public holidays*

**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. All services were procured via Crown Commercial Service Framework Agreement RM1045 in 2017/18. Further information is available from <https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1045>*

*The contract includes a managed service (i.e. re-cabling, hardware replacement, line rental, SIP trunking, software maintenance, hardware maintenance, line changes and future reprogramming, etc.)*

**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.*

*PBX  
Richard Beane  
Senior Electrical Engineer  
01493 452452  
richard.beane@jpaget.nhs.uk*

*VoIP  
John Gash  
Head of IT  
04493 452452  
John.gash@jpaget.nhs.uk*

**Q14. 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.**

*A.14 There is one contract provider.*

**Q.15 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.**

*A15 Contract is a comprehensive managed service including the supply of hardware, software, maintenance, contact centre, call traffic (via SIP trunking), etc.*

**Q16 If the maintenance for telephone systems is maintained in-house please can you provide me with:**

- a. **Number of telephone Users:** 200
- b. **Hardware Brand:** The primary hardware brand of the organisation's telephone system. *Unify*

**Q17. Application(s) running on PBX/VOIP systems:** Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.

A.17. *Commercially sensitive information withheld to reduce risks associated with cyber fraud.*

**Q18. 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.

**A.18.**

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**Q19. Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.**

A.19 *This contract is new.*

**Q.20. 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?**

A.20 *The supplier was selected from the Crown Commercial Service Framework Agreement RM1045 in 2017/18. Further information about the list of available suppliers who tendered for the framework can be obtained from <https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1045>*