

FOI Request Response information

FOI request reference:	2016/105
Date request received:	28/04/2016
Date request responded to:	28/04/2016
Category:	Directed to Trust website
Tags:	Telephone, phones, VOIP, hardware, software, maintenance, contract

Request Detail:

Info re telephony

Please can you provide the following contract information with regards to the Trust's telephone system (VOIP or PBX) 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
4. Number of Users:
5. Hardware Brand:
6. Application(s) running on PBX/VOIP systems:
7. Telephone System Type: PBX, VOIP etc
8. Contract Duration: please include any extension periods.
9. Contract Expiry Date: Please provide the day/month/year.
10. Contract Review Date: Please provide the day/month/year.
11. Contract Description: Please provide a brief description of the overall service provided under this contract
12. Contact Detail of the person from with the organisation responsible for each contract including full Contact details
13. 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.
14. If the maintenance for telephone systems is maintained in-house can you please provide:

1. Number of Users:
2. Hardware Brand:
3. Application(s) running on PBX/VOIP systems:
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.
5. Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.

Response Detail:

May I direct you to our Trust website where a number of the questions below may have already been answered. The information you are looking for may be found in the following examples, but there may be others on the site:

<https://www.lancashirecare.nhs.uk/media/Freedom%20of%20Information/IM%20and%20T/FOI%202015-233.pdf>

<https://www.lancashirecare.nhs.uk/media/Freedom%20of%20Information/IM%20and%20T/FOI%202015-143.pdf>

If after you have checked there are still some outstanding answers , please can you submit the additional questions?