

29/03/2021

Dear Requester,

Thank you for your Freedom of Information request.

In accordance with S.1 (1) (a) of the Freedom of Information Act 2000 (FOIA), I can confirm that we do hold the information relevant to your request. FOI 387

Response from Luton and Dunstable University Trust

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs) **Analogue Sopho Getronics PBX, Voip = Atos**
 2. Existing Supplier: If there is more than one supplier please split each contract up individually. **Analogue Sopho Getronics PBX, Voip = Atos**
 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 **Analogue Sopho = £23,951.06**
 4. Hardware Brand: The primary hardware brand of the organisation's telephone system. **Unify Openscape**
 5. Number of telephone users: **2600 approx**
 6. Contract Duration: please include any extension periods. **Getronics 1 year + 6 month Ext last year**
 7. Contract Expiry Date: Please provide me with the day/month/year. **Getronics 31/05/21, Atos contract ends in march 2022**
 8. Contract Review Date: Please provide me with the day/month/year. **Atos contract January 2022**
 9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager. **Contact Centre, Concierge,**
 10. Telephone System Type: PBX, VOIP, Lync etc **PBX, VOIP**
 11. Contract Description: Please provide me with a brief description of the overall service provided under this contract. **Getronics all maintenance to the system, Atos manage service and 24 x 7 break fix maintenance support**
 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. **PSN framework RM1498**
 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. **(IT), Tel 01582718701**
- Getronics contract**
Tele Coms Bedfordshire Hospitals NHS Foundation Trust
Tel: 01582 718330

Response from Bedford Hospital

You asked:

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. **Maintel, Netcall**
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 **£35000**
4. Hardware Brand: The primary hardware brand of the organisation's telephone system. **Unify OS Hipath 4000**
5. Number of telephone users: **2800**
6. Contract Duration: please include any extension periods. **12 Months**
7. Contract Expiry Date: Please provide me with the day/month/year. **November 2021**
8. Contract Review Date: Please provide me with the day/month/year. **1st July 2021 (tbc)**
9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager. **Netcall Liberty x 2, Stanley Blick Bleep, Tiger Prism, MSLync, SfB, Oscar, Unify Dect.**
10. Telephone System Type: PBX, VOIP, Lync etc – **VOIP, Lync**
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract. **Maintel -24/7/365 (Not Line and Plant), Netcall – Mon-Friday 9-17:00**
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. **Direct award RM11045/RM3808**
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. **Telecoms & ICT Support Hub Manager 01234795929**

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

IG/FOI Coordinator

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk

