

Freedom of Information Request

Ref: UHB 20-209

13 May 2020

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

1. 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 if all the information is still the same besides the contract dates please send just the new contract dates it would be much appreciated.

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

[Please see response in question 2.](#)

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

Type	Supplier	Annual average spend	Average spend last 3 years	Contract Type
Mobile Telephony	Vodafone	40k	120k	Maintenance
Fixed Line Telephony	BT	50k	150k	Maintenance
Fixed Line Telephony	Virgin Media	150k	450k	Maintenance
Internal Telephony	Tele Response	23k	69k	Maintenance
Internal Telephony	Block	60k	180k	Maintenance

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.

[Please see response to question 2.](#)

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

Tele Response: Siemens DX

Block: Cisco CUSM

5. Number of telephone users:

Type	Supplier		
Mobile Telephony	Vodafone	600	
Fixed Line Telephony	BT	Number of ISDN30 bearers: 1	
		Number of ISDN30 channels: 30	
		Number of PSTN lines: 120	
		Number of SIP trunks: None	
		Number of SIP channels: None	
Fixed Line Telephony	Virgin Media	Number of ISDN30 bearers: 9	
		Number of ISDN30 channels: Nil	
		Number of PSTN lines: 20	
		Number of SIP trunks: None	
		Number of SIP channels: None	
Internal Telephony	Tele Response	Number of ports being used: 3000 extensions.	
Internal Telephony	Block	Number of ports being used: 3000 extensions.	

6. Contract Duration: please include any extension periods.

Type	Supplier	Contract Duration	Contract Expiry Date	Contract Renewal Date
Mobile Telephony	Vodafone	Rolling contract	Rolling contract	Rolling contract
Fixed Line Telephony	BT	None	None	None
Fixed Line Telephony	Virgin Media	Rolling Contract	Rolling Contract	Rolling Contract
Internal Telephony	Tele Response	None	2025	2025
Internal Telephony	Block	None	None	None

7. Contract Expiry Date: Please provide me with the day/month/year.
Please see response to question 6.

8. Contract Review Date: Please provide me with the day/month/year.
Please see response to question 6.

9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. EG. Contract Centre, Communication Manager.
None.

10. Telephone System Type: PBX, VOIP, Lync etc.
Mobile Telephony
Fixed Line Telephony
Internal Telephony, PBX

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

Please see response to question 2.

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.

Type	Supplier	Procurement method	Tender notice or framework Ref. no.
Mobile Telephony	Vodafone	None	None
Fixed Line Telephony	BT	None	None
Fixed Line Telephony	Virgin Media	Tender	None
Internal Telephony	Tele Response	Competitive Tender	None
Internal Telephony	Block	Competitive Tender	None

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.

Richard Hooper, Digital Communications Manager, (richard.hooper@UHBristol.nhs.uk).

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

FOI Team
UH Bristol and Weston NHS Foundation Trust