



Trust Headquarters
Nexus House
Gatwick Road
Crawley
West Sussex
RH10 9BG

Tel: 0300 123 0999
www.secamb.nhs.uk

16th February 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 210134.

You requested the following information, please also see our response below:

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telephone maintenance 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 if all the information is still the same besides the contracts dates please send just the new contract dates it would be much appreciated.

1. **Contract Type: Maintenance, Managed, Shared (If so please state orgs)**
Managed
2. **Existing Supplier: If there is more than one supplier please split each contract up individually.**
FourNet Technologies Ltd
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**
Withholding information section 43(2) commercial sensitivity.
4. **Hardware Brand: The primary hardware brand of the organisation's telephone system.**
Avaya, Mitel and Opex

5. **Number of telephone users?**
Based on seat count estimated - 900
6. **Contract Duration: please include any extension periods.**
Avaya 3 Years with +1 +1 option; Mitel 1 year
7. **Contract Expiry Date: Please provide me with the day/month/year.**
Avaya April 2022; Mitel August 2021
8. **Contract Review Date: Please provide me with the day/month/year.**
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.**
Avaya – CM / Elite; Mitel – Contact Centre Manager
10. **Telephone System Type: PBX, VOIP, Lync etc**
PBX
11. **Contract Description: Please provide me with a brief description of the overall service provided under this contract.**
Fully managed service including supply, maintenance and 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.**
CCS RM1045 Lot 5 (now 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.**
Withholding information, use ITMarketing@secamb.nhs.uk as a point of contact.

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.

N/A

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.

Withholding personal information, use ITMarketing@secamb.nhs.uk as a point of contact

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

N/A

- 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.

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?

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust