



Freedom of Information Request

Ref: UHB 19-368

26 July 2019

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:

The organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support:

1. 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:

Trust Secretary
University Hospitals Bristol 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 NHS Foundation Trust