

Trust Headquarters  
Russells Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

**FREEDOM OF INFORMATION ACT 2000 - Ref: FOI/010988**

With reference to your FOI request that was received on 29/09/2011 in connection with 'Contracts in relation to mobile phones/telephone systems'.

Your request for information has now been considered and the information requested is below.

Further information about your rights is also available from the Information Commissioner at:

**Information Commissioner**

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Tel: 0303 123 1113  
Fax: 01625 524510  
[www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

Information Governance Manager  
Room 34a, First Floor, Esk House, Russells Hall Hospital, Dudley, DY1 2HQ  
Email: [FOI@dgh.nhs.uk](mailto:FOI@dgh.nhs.uk)

Your request was for the following information:-

1. All ICT Contracts relating to mobiles phones please can you send me:- (All mobiles throughout the Trust)

- a. Supplier(s) Name(s)
- b. Contract Value (Please state if value is per annum or total contract value)
- c. Duration
- d. Expiry Date
- e. Number of Users/Handsets (If available please provide users by supplier)
- f. Contract Review Date
- g. Contact/job title responsible for this contract (from within the NHS trust- Name and job titles)

2. All ICT Contracts relating to PBX Maintenance please can you send me: (if the NHS Trust doesn't have a PBX contract please can you send me the maintenance contract for that particular system and please state which system that is if different from PBX. For example VOIP (Voice over Internet Protocol) please see below for definitions. Please find the responses below:

a. Supplier(s) Name(s)

Answer - The Trust's Telecommunications Service is provided by our PFI partner, Summit Healthcare, as part of a comprehensive package of facility services.

b. Contract Value (Please state if value is per annum or total contract value)

Answer - The contract value for PBX maintenance is not held separately but included in an overall contract sum which includes a wide range of services.

c. Application(s) running on PBX

Answer – Auto Attendant and Voicemail.

d. Duration

Answer - The Trust's contract with the SPV is for a period of 40 years.

e. Expiry Date

Answer - The Trust's contract with the SPV expires after 17th May 2041

f. Number of Users/Extensions

Answer – Currently 3370 extensions.

g. Contract Review Date

Answer – The Trust do not have a contract specifically relating to PBX maintenance. However, the overall Facility Services Contract is subject to a market testing exercise every 5 years.

h. Contact/job title responsible for this contract

Answer - The Trust Representative Stephen Cotton email [steve.cotton@dgh.nhs.uk](mailto:steve.cotton@dgh.nhs.uk) and Summit Healthcare Representative.

Definitions

VOIP

Voice over Internet Protocol (Voice over IP, VoIP) is a family of technologies, methodologies, communication protocols, and transmission techniques for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet. Other terms frequently encountered and often used synonymously with VoIP are IP telephony, Internet telephony, voice over broadband (VoBB), broadband telephony, and broadband phone.

PBX

Short for private branch exchange, a private telephone network used within an enterprise. Users of the PBX share a certain number of outside lines for making telephone calls external to the PBX.

Please can you provide me with this information on an excel spreadsheet!