

Trust Headquarters
Russells Hall Hospital
Dudley
West Midlands
DY1 2HQ

Date: 12/11/2013

FREEDOM OF INFORMATION ACT 2000 - Ref: FOI/011596

With reference to your FOI request that was received on 12/09/2013 in connection with 'Telephony'.

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

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

Yours sincerely

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

Please can you send me the following contract information with regards to the organisation's telephone maintenance contract (VOIP or PBX):

1.Existing Supplier: If there is more than one supplier please split each contract up depending on the number of suppliers.

2.Total Contract Value: The total value of the contract.

3.Annual Average Spend on Telephone Maintenance (3 years if possible):

4.Number of Users:

5.Number of Sites

6.Hardware Brand: The brand of the telephone system.

7.Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.

8.Contract Duration: please including any extension periods.

9.Contract Expiry Date: Please provide me with the day/month/year.

10.Contract Review Date: Please provide me with the day/month/year.

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

12.Contact/job title responsible for this contract (Full Contact Details contact name, actual job title, direct contact number and direct email address.

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.

If the contract is a managed services or is a contract that provide 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.

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?

In response to your request the Trust has previously published extensive information on its Disclosure log on the Trust website under the following link:

<http://www.dgh.nhs.uk/foi/disclosurelog.html>

The disclosures relevant to your request are:

010988

011055

011107

011197

011204

011310

011384

If following receipt of the information there is anything you feel is missing, please do not hesitate to contact the Freedom of Information Office.