

**Freedom of Information Request: FOI 0466**

University Hospitals Birmingham NHS Foundation Trust (UHB) completed a merger by acquisition of Heart of England NHS Foundation Trust (HEFT) on 1<sup>st</sup> April 2018. Due to historical differences in data collection/reporting some information has been provided by hospital site i.e. Queen Elizabeth Hospital Birmingham (QEHB) and former HEFT sites Heartlands, Good Hope and Solihull (HGS).

**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:**

- 1. Contract Type: Maintenance, Managed, and Shared (If so please state orgs)**

IP Telephony services are currently provided to UHB under a PFI Contract. The contract is for both voice and data services and is a fully managed service provided by KCOM.

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

This is a single contract.

- 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**

The annual nett charge for this contact is around £2.75 million

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

Cisco

Cisco Unified Communications Manager (Call Manager)

**5. Number of telephone users:**

15,500 licensed users

**6. Contract Duration: please include any extension periods.**

QEHB: The current contract is due to expire on 9/1/2019. UHB is currently reviewing submissions made to a competitive tender for delivery of both voice and data services and will be awarding a new contract to run from 10/1/2019 for an initial 5-year period.

HGS: 36 months + 24 months Extension

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

QEHB: 9th January 2019 (tender closed)

HGS: 30.4.2020 or up to 30.4.22

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

QEHB: The current contract will not be reviewed; it will be replaced with a new agreement outside of the PFI.

HGS: 30.4.2020 or up to 30.4.22

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

QEHB: CUCM v10.5; ARC Operator Console; UCCX; Voice Recording; Precision Call Logging; Unity VM; IM&P; Wallboards.

HGS: VOIP – technical spec

**10. Telephone System Type: PBX, VOIP, Lync etc.**

QEHB: Cisco IPT

HGS: VOIP

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

QEHB: The service currently provided is a fully managed service with 24/7/365 remote monitoring supported by onsite engineering presence for all day-to-day BAU (Moves, Adds, Changes and Deletes) and a 4-hour target time to fix SLA in respect of both voice and data networking incidents.

HGS: IP Telephone service

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.**

QEHB: The current service was procured by the PFI provider – Consort Healthcare (Birmingham) Ltd as part of the PFI Contract negotiations.

HGS: CCS RM1045 Lot 5

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.**

Mr Stephen Chilton

Job Title: Director of IT

Contact Number: 0121 371 2000

**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?**

Not applicable

**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?**

Not applicable

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

1. **Number of telephone Users:**

Not applicable

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

Not applicable

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

Not applicable

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.**

Not applicable

**Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.**

Not applicable

**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?**

Not applicable