

Freedom of Information Request **19 148**

Our Reference: FOI 19 148 / AA / LB / PB
Name:
Date: 5 July 2019
Address:

Dear

Further to your Freedom of Information Request, please find the Trust's response below:

Please can you send me the following contract information via email with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support:

Contract Type: Maintenance, Managed, Shared (If so please state orgs)
Humber Teaching NHS Foundation Trust does not have a contract for a system. Individual lines are leased from a supplier, KCOM Ltd

Existing Supplier: If there is more than one supplier please split each contract up individually.
See response to question 1.

Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider
Humber Teaching NHS Foundation Trust's total telecom costs per annum are £150k

Hardware Brand: The primary hardware brand of the organisation's telephone system.
This is provided by a supplier, generally Yealink

Number of telephone users: Approximately 1500

Contract Duration: please include any extension periods. 5 years

Contract Expiry Date: Please provide me with the day/month/year. March 2021

Contract Review Date: Please provide me with the day/month/year. January 2021

Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager. None

Telephone System Type: PBX, VOIP, Lync etc Unknown– IP Handsets only provided

Contract Description: Please provide me with a brief description of the overall service provided under this contract. See response to question 10.



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. Rm1045

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 Brumpton, Head of IT, 01482 477877, richard.brumpton@nhs.net

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. N/A

Kind regards,

Freedom of Information Team
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<https://www.humber.nhs.uk/about-our-trust/freedom-of-information-enquiry-form.htm>



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