

Executive Corridor
Darlington Memorial Hospital
Hollyhurst Road
Darlington
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Switchboard Tel: 01325 38 0100
Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 06.19.41

Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

16 July 2019

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 18 June 2019 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding contracts. Specifically you requested information as follows:

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:

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

Answer: Maintenance.

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

Answer: BT.

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

Answer: We are unable to provide the information as requested on the grounds that this information is commercially sensitive and has, therefore, been withheld pursuant to Section 43 of the Act.

Section 43 (2) exempts from disclosure the following:

(2) Information, the disclosure of which would, or would be likely to, prejudice the commercial interests of any person including those of the public authority holding the information.

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

Answer: Avaya.

5. Number of telephone users:

Answer: Telephone extensions = 4600 approximately

6. Contract Duration: please include any extension periods.

Answer: 5 years.

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

Answer: December 2020.

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

Answer: October 2020.

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

Answer: None.

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

Answer: PBX.

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

Answer: Maintenance.

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.

Answer: RM 1045 is the framework reference. The framework was run by crown commercial services and it went through a direct award procedure.

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.

Answer: Tony McGivern, ICT Infrastructure Manager, tonymcgivern@nhs.net, 01325743598.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington, DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer