



## **Dorset Clinical Commissioning Group**

Ref: FOI 065

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16 July 2019

Dear Requestor

### **Request made under the Freedom of Information Act 2000**

On 24 June 2019 you sent a request, made under the Freedom of Information Act, relating to NHS Dorset CCG's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support. I now provide this information as an attachment.

I trust that this is the information you require and that your request has been fully discharged.

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Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are unhappy with this response, you are entitled to request an internal review of our decision, handled where possible by a member of staff not directly involved in the initial decision. If you wish to request such a review, please write direct to the Data Protection Officer, NHS Dorset, Ground Floor, West Wing, Vespasian House, Barrack Road, Dorchester DT1 1TG. We aim to deal with requests for internal review within three weeks of receipt, although where the issues involved are very complicated this period may be extended up to a total of six weeks.

If you have queries about this response, please do not hesitate to contact me quoting the above reference number.

Yours sincerely

***Signature Removed***

**Paddy Baker**

Data Protection Officer

NHS Dorset Clinical Commissioning Group

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**Q1:**

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:

**Response:**

<b>Contract Type:</b> Maintenance, Managed, Shared (If so please state orgs)	Maintenance
<b>Existing Supplier:</b> If there is more than one supplier please split each contract up individually	Maintel Europe Limited
<b>Annual Average Spend:</b> The annual average spend for this contract and please provide the average spend over the past 3 years for each provider	2017/18 – £16,091 2018/19 – £24,035 2019/20 - £24,371
<b>Hardware Brand:</b> The primary hardware brand of the organisation's telephone system	Mitel.
<b>Number of telephone users:</b>	485 (including meeting rooms)
<b>Contract Duration:</b> please include any extension periods.	One year
<b>Contract Expiry Date:</b> Please provide me with the day/month/year.	23 <sup>rd</sup> June 2020
<b>Contract Review Date:</b> Please provide me with the day/month/year.	This contract is currently under review as we are reviewing options for Dorset-Wide Telephony service as part of a joint contract with other health organisations in Dorset.
<b>Application(s) running on PBX/VOIP systems:</b> Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager. Telephone System Type: PBX, VOIP, Lync etc	MiVoice Business MiCollab Audio, Web and Video Mitel NuPoint Unified Messaging Mitel Contact Centre
<b>Contract Description:</b> Please provide me	Hardware and software maintenance with

with a brief description of the overall service provided under this contract.	software assurance across 2 sites.
<b>Go to Market:</b> 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.	Competitive tender under framework reference number RM1045.
<b>Contact Detail:</b> 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.	Gary Jordan Head of IT Infrastructure 07884 008754 <a href="mailto:gary.jordan@dorsetccg.nhs.uk">gary.jordan@dorsetccg.nhs.uk</a>

**Q2:**

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?

**Response:**

Not Applicable.

**Q3:**

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.

**Response:**

Not Applicable.