

Request under Freedom of Information Act 2000

**Request Ref: NGFOI 19/20: 085**

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 15/05/2019.

I am pleased to be able to provide you with the following information:

1. *Contract Type: Maintenance, Managed, Shared (If so please state orgs)*  
**Maintenance**
2. *Existing Supplier: If there is more than one supplier please split each contract up individually.*  
**Maintel**
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*  
**To provide the information as requested, would be disclosing information which is commercially sensitive and could prejudice the commercial interests of our suppliers. This information is therefore held exempt under section 43 of the FOI Act.**
4. *Hardware Brand: The primary hardware brand of the organisation's telephone system.*  
**Avaya**
5. *Number of telephone users:*  
**2,500**
6. *Contract Duration: please include any extension periods.*  
**12 months**
7. *Contract Expiry Date: Please provide me with the day/month/year.*  
**01/06/2020**
8. *Contract Review Date: Please provide me with the day/month/year.*  
**01/11/2019**
9. *Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.*  
**Contact Centre, Call Logging, Call Recording, Voicemail**
10. *Telephone System Type: PBX, VOIP, Lync etc*  
**VOIP & PBX**
11. *Contract Description: Please provide me with a brief description of the overall service provided under this contract.*  
**Break and Fix**
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.*  
**Crown Commercial Service RM1045 direct award**
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.*  
**It is not Trust practice to divulge the details for staff members below board level, however, we would be happy to forward on correspondence on your behalf.**

*If the maintenance for telephone systems is maintained in-house please can you provide me with:*  
**N/A**

- 1. Number of telephone Users:*
- 2. Hardware Brand: The primary hardware brand of the organisation's telephone system.*
- 3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.*
- 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.*

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

*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?*

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