



FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-52-2017
Key Word: VOIP or PBX
Subject: Hardware and Software Maintenance and Support
Request: **Date Received:** 25/04/2017
Monitoring Date: 26/04/2017
Date of Response: 22/05/2017

Thank you for your request for information received on 25 April 2017 and which was dealt with under the terms of the Freedom of Information Act 2000. We would also inform you that Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and which is detailed below for your attention.

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:

Question 1

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

Answer 1

Maintenance

Question 2

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

Answer 2

BT

Question 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 3

£35,000

Question 4

Number of Users:

Answer 4

1300

Question 5

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

Answer 5

Avaya

Question 6

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

Answer 6

Contact Centre



Question 7

Telephone System Type: PBX, VOIP, Lync etc

Answer 7

PBX & VOIP

Question 8

Contract Duration: please include any extension periods.

Answer 8

5 Years

Question 9

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

Answer 9

31/03/2021

Question 10

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

Answer 10

31/3/2020

Question 11

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

Answer 11

This is 24/7, 365 day service support on PBX

Question 12

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 12

Full Name: Mr Paddy Dornan
Job Title: ICT Manager
Telephone: 028 9040 0777
Email: Paddy.Dornan@nias.hscni.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.

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 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.

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

I hope the above fully assists you. In the event that you require a review to be undertaken, you can do so by writing to the Finance and ICT Director, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Website: ni@ico.org.uk
Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF
Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion. Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <http://www.niamb.co.uk>.

Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

Alison Vitty

Alison Vitty (Miss)
CORPORATE MANAGER