



**Kent and Medway**  
NHS and Social Care Partnership Trust  
Information Governance Department  
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Sent Via email

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Dear [REDACTED]

### Request for Information

I write further to your request FOI ID 32286 under the Freedom of Information Act 2000 regarding:-

Telephone maintenance

Your request is set out below:

1. Contract Type: Maintenance, Managed, shared (If so, please state orgs)  
**All maintenance of our Hosted VoIP and 8x8 solutions is included in the licence provision, there is no separate maintenance contract**
2. Existing Supplier: If there is more than one supplier, please split each contract up individually.  
**BDR and 8x8 provide our hosted VoIP solutions**
3. Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider  
**No separate maintenance costs**
4. Hardware Brand: The primary hardware brand of the organisation's telephone system.  
**Mitel for the existing VoIP system and Polycom for the 8x8 solution**
5. Number of telephone users:  
**Approx. 2,500**
6. Contract Duration: please include any extension periods.  
**N/A**
7. Contract Expiry Date: Please provide me with the day/month/year.  
**N/A**
8. Contract Review Date: Please provide me with the day/month/year.  
**N/A**
9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system.  
E.g., Contact Centre, Communication Manager.

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Trust Chair – Dr Jackie Craissati  
Chief Executive – Helen Greatorex

**Contact Centre on the BDR Hosted VoIP solution. For 8x8 please ask Dave O' Neil (PM)**

10. Telephone System Type: PBX, VOIP, Lync etc  
**Mitel Hosted VoIP and 8x8 Hosted**

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

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.  
**N/A**

13. Contact Detail: Of the person from within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.  
**N/A**

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.

If the contract is a managed service or is a contract that provides more than just telephone maintenance, please can you send me all the information specified above including the person from within the organisation responsible for that particular contract.

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.

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?

I confirm that the information above/attached completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of  
The Information Governance Department