



Kent and Medway

NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Kent

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Dear [REDACTED]

Request for Information

I write further to your request FOI ID 1451 under the Freedom of Information Act 2000 regarding:-

Telephony System

Your request is set out below:

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 if all the information is still the same besides the contracts dates please send just the new contract dates. It would be much appreciated.

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

Hosted VOIP

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

BDR and 8x8 Solution

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

Year	£
2021/22 (part year cost)	297,714
2022/23	509,339

Please note due to the 2021/22 spend accounting for only a part year, it is not possible to provide an average 3 year cost as this would incorrectly misrepresent the amounts.

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

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Helen Greatorex

BDR – Mitel

8x8 – 8x8

5. Number of telephone users:

The number of licences currently procured is 3200

6. Contract Duration: please include any extension periods.

8x8 3 years +1

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

May 2025

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

8x8 contract review date 08/06/2024

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

VOIP with Contact Centre

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

PBX, VOIP, Lync

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

8x8 provides soft phones and instant messaging.

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.

Network Services 2 RM3808. Lot 4, Direct Award

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.

Director of Digital and Performance who can be contacted at 01322 622222

I confirm that the information above 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