

Procurement, Commissioning & Facilities
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Date: 16 February 2023
Our ref: K: FOI/Ref: 2022-000027
Email: nss.pcf-foi@nhs.scot

Dear [REDACTED]

Freedom of Information Reference: FOI-2023-000027 Telephone maintenance contract

I refer to your freedom of information request that we received on 19 January 2023:

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.

I can advise you that we have now completed the search of our records and can provide you with the following information:

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

The current contract is a Managed Service.

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

There is only one existing supplier on contract, Maintel.

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

The annual average spend for this contract is circa £130k, the average spend over the past 3 years for Maintel is circa £390k.

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

The primary hardware brand of the NSS telephone system is Avaya.

5. Number of telephone users:

There are circa 4,800 telephone users.



Headquarters

Gyle Square, 1 South Gyle Crescent, EDINBURGH EH12 9EB

Chairperson Keith Redpath
Chief Executive Mary Morgan

6. Contract Duration: please include any extension periods.

The contract duration is for 3 years with the possibility to extend for 2 years. The contract is just entering its first extension.

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

31 December 2023

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

30 July 2023

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

Softphone Client

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

Session Initiation Protocol (Sip) / PBX

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

The overall service provided under this contract is to provide telephone extensions and maintenance support.

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.

This contract was put in place via the Scottish Government Telephony Services Dynamic Purchasing System, Lot 3 Enterprise Bundled Services.

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.

Billy MacLeod
Senior Department Manager
Tel: - [REDACTED]
Email: - [REDACTED]@nhs.scot

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.

The service support area only has one provider for telephone maintenance.

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.

Under Section 17 of the Freedom of Information Scotland Act an organisation does not require to provide information if it does not hold that information. NHS National Services Scotland (NSS) does not hold this information. The service support area only has one provider for telephone maintenance.

If the maintenance for telephone systems is maintained in-house, please can you provide me with:

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.**

Under Section 17 of the Freedom of Information Scotland Act an organisation does not require to provide information if it does not hold that information. NSS does not hold this information. As mentioned above, the maintenance for telephone systems is not maintained in-house.

Also, if the contract is due to expire, please provide me with the likely outcome of the expiring contract.

The contract has just entered its first year of extension, the current end date is 31 December 2023. It has an option of a further 12 months extension.

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?

Under Section 17 of the Freedom of Information Scotland Act an organisation does not require to provide information if it does not hold that information. NSS does not hold this information. This is not a new contract or supplier. We have just entered a 12-month extension of the current contract.

I trust you will find the information of assistance and if you require any further information, please do not hesitate to contact me.

If you are unhappy with any aspect of how we have dealt with your request, you can make representations to us asking us to review the handling of your request. Please write to the

Head of Information and Cyber Security
Digital and Security
NHS National Services Scotland
Headquarters
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB

or at the email address nss.foi@nhs.scot within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online application form](#).

If you have any queries about this letter, please contact me at the above address.

Yours sincerely

