

4 March 2015

Dear Sir/Madam

Thank you for your recent Freedom of Information request regarding the Trust's telephone system maintenance contract.

The Trust can provide 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

Intrinsic

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

40k per annum

4. Number of Users: 2500

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

Avaya CS100

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

Centre and Call Pilot

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

PBX & VOIP

8. Contract Duration: please include any extension periods

3 years (further 1 year extension)

*Incorporating hospital and community health services, teaching and research*

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

31/03/2015

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

31/10/2015

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

Full maintenance of all telecoms services

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

Telecoms Manager (Currently vacant)

If you have any queries about this response please contact the information governance manager at [foi@homerton.nhs.uk](mailto:foi@homerton.nhs.uk) , in the first instance. If, following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk) to take them further.

#### Copyright Statement

The material provided is subject to the HUHFT's copyright unless otherwise indicated. Unless expressly indicated on the material to the contrary, it may be reproduced free of charge in any format or medium, provided it is reproduced accurately and not used in a misleading manner. Where any of the copyright items are being re-published or copied to others, you must identify the source of the material and acknowledge the copyright status. Permission to reproduce material does not extend to any material accessed through the Publication Scheme that is the copyright of third parties. You must obtain authorisation to reproduce such material from the copyright holders concerned.

Yours sincerely

Laura Evans  
Information Governance Administrator

Mike Dunne  
Information Governance Manager/Deputy Calidcott Guardian

*Incorporating hospital and community health services, teaching and research*