

Homerton University Hospital NHS Foundation Trust
Hackney College
Defoe Building, Room 10
50 Hoxton Street
N1 6LP

Date 26th July 2016

Email: foi@homerton.nhs.uk

Dear Sir or Madam,

Ref: FOI 2574

Thank you for your recent Freedom of Information request on Homerton hospital's telephone maintenance.

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**
Approx. £65k
4. **Number of Users:**
3000
5. **Hardware Brand: The primary hardware brand of the organisation's telephone system.**
Avaya
6. **Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.**
Contact Centre
7. **Telephone System Type: PBX, VOIP, Lync etc**
PBX / VOIP
8. **Contract Duration: please include any extension periods.**
12 months.
9. **Contract Expiry Date: Please provide me with the day/month/year.**
31st March 2017
10. **Contract Review Date: Please provide me with the day/month/year.**
1st November 2016
11. **Contract Description: Please provide me with a brief description of the overall service provided under this contract.**
Maintenance and management of Telecoms hardware at homerton 24/7, 365 days.

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 -- When responding to FOI requests, the Trust does not normally release the names of employees below Director Level. If you wish to contact the above person (Telecoms Manager), please do so through our main switchboard. Homerton Hospital Switchboard Number is: 0208 510 5555

If you have any queries about this response please contact the information governance manager at 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 to take them further.

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Yours sincerely

Mohamed Uddin
FoI Administrator

Mike Dunne
Information Governance Manager