

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

Date 01st August 2016

Email: [foi@homerton.nhs.uk](mailto:foi@homerton.nhs.uk)

Dear Sir or Madam,

**Ref: FOI 2585**

Thank you for your recent Freedom of Information request regarding Homerton hospital's telephone system.

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**

Approx. £65k

**4. Number of Users: 3000**

**5. Hardware Brand: Avaya**

**6. Application(s) running on PBX/VOIP systems:**

Contact Centre

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

PBX / VOIP

**8. Contract Duration: please include any extension periods. 12 months.**

**9. Contract Expiry Date: Please provide the day/month/year. 31<sup>st</sup> March 2017**

**10. Contract Review Date: Please provide the day/month/year. 1<sup>st</sup> November 2016**

**11. Contract Description: Please provide 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 including full Contact details.**

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

**13. 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.**

N/A

**14. If the maintenance for telephone systems is maintained in-house can you please provide:**

**1. Number of Users:**

3000

**2. Hardware Brand:**

Avaya

**3. Application(s) running on PBX/VOIP systems:**

Standard + Contact Centre

**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.**

Telecoms Manager – Please refer to the response in question 12 above.

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

March 2017

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

Mohamed Uddin  
FoI Administrator

Mike Dunne  
Information Governance Manager