

Sent via email

FOI 2016/104

19th July 2016

Dear [REDACTED]

Information Governance

Christopher Ward, West Pavilion
St Charles Centre for Health & Wellbeing
Exmoor Street
London
W10 6DZ

www.clch.nhs.uk
foi.request@clch.nhs.uk

Freedom of Information Act 2000 request: Telephone System Information

With reference to your request for information, dated 3rd July 2016, made under section 1(1) of the Freedom of Information Act, I am writing to inform you of the outcome of your information request.

You asked the following:

1. *Contract Type: Maintenance, Managed, Shared (If so please state orgs)*
2. *Existing Supplier: If there is more than one supplier please split each contract up individually.*
3. *Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years*
4. *Number of Users:*
5. *Hardware Brand:*
6. *Application(s) running on PBX/VOIP systems:*
7. *Telephone System Type: PBX, VOIP etc.*
8. *Contract Duration: please include any extension periods.*
9. *Contract Expiry Date: Please provide the day/month/year.*
10. *Contract Review Date: Please provide the day/month/year.*
11. *Contract Description: Please provide a brief description of the overall service provided under this contract.*
12. *Contact Detail of the person from with the organisation responsible for each contract including full Contact details.*
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.*
14. *If the maintenance for telephone systems is maintained in-house can you please provide:*
 - a) *Number of Users:*
 - b) *Hardware Brand:*
 - c) *Application(s) running on PBX/VOIP systems:*
 - d) *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.*
 - e) *Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.*

Our response:

1. *Hardware/Software is maintenance, service is managed.*
2. *Hardware/Software is Cisco, service is Capita UK.*
3. *New VoIP solution will complete delivery in August 2016. Therefore we are unable to provide a 12 month average spend as 12 months use is yet to elapse.*
4. *4000.*

5. Cisco.
6. UCM Publisher, UCM PLM, UCM BackOffice, UCM TFTP, UCM UCCX, IM&P, UCCX, UNITY, ARC, CUBE1.
7. VoIP.
8. Rolling 12 month contract.
9. Rolling 12 months from August 2015.
10. 3 months before renewal date.
11. Telephony services to the Trust utilising VoIP and SIP technology.
12. Zakaria Ahmed, Enterprise Architect, Zakaria.Ahmed@clch.nhs.uk.
13. Capita UK.
14. N/A.

This completes our response to your request for information. If you are unhappy with our response, please write to us giving your reasons and we will address them. If you remain dissatisfied you are entitled to appeal to the Information Commissioner:

Customer Contact
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Tel: 0303 123 1113
http://ico.org.uk/concerns/getting/report_concern_foi

Yours sincerely,

Jonathan Walmsley
Information Governance Facilitator
Central London Community Healthcare NHS Trust