

**Compliance Team – Health Records**

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## FOI REQUEST NUMBER 183-2015

### Request and Response

The information that I require relates to a specific telecommunications contract.

The contract information sent by the organisation previously has now expired please can you provide me with a new update of the telephone maintenance contract:

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 the service support area has more than one provider for telephone maintenance then can you please split each contract up individually for each provider.*

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

Unify – Maintenance

Cisco – Maintenance

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

Unify – direct with vendor

Cisco – maintenance via Cisilion

**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**

Unify – 28,000

Cisco – 25,000

**4. Number of Users:**

Unify – 2,650

Cisco – 2,000

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

Unify – Unify/Siemens PABX

Cisco – Cisco Call Manager

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

Unify – Voicemail

Cisco – UCCX Contact Centre, Redbox Call Recorder

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

Unify – PBX

Cisco - VOIP

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

Unify – 1 year

Cisco – 1 year

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

Unify – 31/03/2016

Cisco – 12/03/2016

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

Unify – 1/12/2015

Cisco – 1/12/2015

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

Unify – maintenance and support for PBX systems

Cisco – maintenance and support for Cisco CallManager and UCCX

**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.**

Both contracts – Tom Bevan, Systems and Infrastructure Manager, [tom.bevan@nsft.nhs.uk](mailto:tom.bevan@nsft.nhs.uk)

The Trust provides a complaints procedure to deal with complaints about the Trust's handling of requests for information. If you feel you need to make a complaint, in the first instance, you should contact a Non-Executive Director via the Chair of the Trust. If you feel you have exhausted our internal complaints procedure, you also have the right and may feel you wish to write to the Information Commissioner who can be contacted on telephone number 01625 545740 or at [www.ico.gov.uk](http://www.ico.gov.uk).