

Date: **15 July 2019**

Our reference: **FOIRQ5287**

Dear Sir/Madam,

Thank you for your request for information processed under the Freedom of Information Act 2000. Please see our response to your requests for information below:

Your Request and Our Response (in bold)

Great Ormond Street Hospital for Children NHS Foundation Trust (the 'Trust') is a single site, specialist tertiary paediatric trust. Please see our response to your following request for information below:

*Please can you send me the following contract information via email with regards to the organisation's Contract Type: Maintenance, Managed, Shared (If so please state orgs) **VOIP 5 Year Support Contract, PBX 6 months Support Contract***

*Existing Supplier: If there is more than one supplier please split each contract up individually. **VOIP – SCC (CISCO), PBX – Maintel (Unify)***

*Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider? **VOIP****

Please note: *we are unable to give the information required as it was previously included as part of a Managed Service Support Package; which included all network and VOIP Services until 31st March 2018. PBX Support Contract £7.5K for 6 Months

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

*Number of telephone users: 4000+ Extension Numbers **4000+ Extension Numbers***

*Contract Duration: please include any extension periods. **VOIP (5 Year Contract), PBX 6 Months***

*Contract Expiry Date: Please provide me with the day/month/year. **VOIP 31st March 2023, PBX 30th Sept 2019***

*Contract Review Date: Please provide me with the day/month/year. **VOIP Yearly based on CISCO Life Cycle of Equipment. PBX Support Not reviewed***

*Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager. **VOIP - Call Manager, Contract Centre Express, CISCO Unified Attendant Console, I&M Presence Server PBX No Applications on the Actual PBX***

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

*Contract Description: Please provide me with a brief description of the overall service provided under this contract. **PBX and VOIP Contracts are Support Contracts only. Services are managed in house.***

*Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes. **PBX Support via normal procurement routes; but VOIP Hardware Support was included in GOSH's Tender Ref PR4134 for CISCO Support (SCC)***

*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. **Kieran Larkin***, Assistant Director Networks and Security, Kieran.Larkin@gosh.nhs.uk, (0) 20 7405 9200 x1717*

Please note: *the named persons have refused consent for their above personal data to be used for direct marketing purposes.

The Privacy and Electronic Marketing Regulations state that an individual must consent to processing of their personal data for marketing purposes. Re-use of their data for this purpose without explicit consent would therefore be a breach of their rights under the Data Protection Act 2018.

The Trust takes breaches reported by our staff seriously and we will make relevant complaints, including referrals to the Information Commissioner.

*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***

If the contract is a managed service or is a contract that provides more than just telephone maintenance please can you send me all of the information

specified above including the person from with the organisation responsible.

N/A

Please note:

The information provided under the Freedom of Information Act 2000 is the information held on the date your request was received by the Trust.

We trust the information provided is sufficient and helped to answer any issues, concerns or questions. Should you have any further queries in relation to this request, please do not hesitate to contact the FOI Team and quote the above reference number on any related correspondence.

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Yours sincerely

Freedom of Information team

Great Ormond Street Hospital for Children NHS Foundation Trust

Email: foiteam@gosh.nhs.uk

[Enclosed – Your rights – see next page]

Your Rights

If you are dissatisfied with the response you have received to your request for information, please contact the FOI team and quote your reference number on all correspondence relating to your request.

You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team
Great Ormond Street Hospital
LONDON
WC1N 3JH

If you are still not satisfied with your response, you also have the right to appeal to the Information Commissioner.

You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF