

Ref: FOI/GS/ID 5903

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone, Kent  
ME16 9QQ  
Email: mtw-tr.foiadmin@nhs.net

14 January 2020

## **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to telephony systems.

*You asked:*

1. *Please confirm the manufacturer of your telephony system(s) that are currently in place?*
2. *When was the installation date of your telephony equipment?*
3. *Who maintains your telephony system(s)?*
4. *Please confirm value of the initial project and value of annual support/maintenance services (in £)?*
5. *When is your contract renewal date?*
6. *Please confirm the manufacturer of your Contact centre system(s) that are currently in place?*
7. *When was the installation date of your contact centre infrastructure?*
8. *Who maintains your contact centre system(s)?*
9. *Please confirm value of the initial project and value of annual support/maintenance services (in £)?*
10. *How many contact centre employees/agents do you have?*
11. *When is your contract renewal date?*
12. *Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?*
13. *How many employees do you have overall within your organisation?*
14. *Who currently provides your calls and lines?*
15. *What is your current annual spend on calls and lines?*
16. *When is your contract renewal date?*
17. *Are you using SIP or ISDN?*
18. *Do you use a wide area network?*

Trust response:

1. Cisco Call Manager version 11.5
2. 2014
3. Block Solutions
4. The Trust is applying Section 43(2) FOIA which provides an exemption from disclosure of information which would or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). This is a qualified exemption, and is therefore subject to the public interest test.

The Trust believes that the information requested contains details which would be likely to damage the companies ability to win new business opportunities for their services and to perform them within a commercially competitive market.

The Trust has concluded that the public interest in maintaining the exemption, and therefore protecting the commercial interests of the suppliers and preserving its ability to compete fairly in a commercial market, outweighs the public interest in disclosure in this case.

#### Supplier Transactions

All NHS bodies are required to publish details of individual invoices and transactions that are over £25,000. This is in response to guidance from HM Treasury which sets out the scope of the data. Details can be found on our website using the following link: [www.mtw.nhs.uk/about-us/our-quality-story/finance/](http://www.mtw.nhs.uk/about-us/our-quality-story/finance/)

5. The Block contract runs until December 2021
6. Netcall Liberty
7. 2014
8. Managed In House
9. In House
- 10.36
11. In House
12. Limited usage of Skype for Business, Jabber
- 13.5,500
14. Gamma
15. The Trust is applying Section 43(2) FOIA which provides an exemption from disclosure of information which would or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). This is a qualified exemption, and is therefore subject to the public interest test.

The Trust believes that the information requested contains details which would be likely to damage the companies ability to win new business opportunities for their services and to perform them within a commercially competitive market.

The Trust has concluded that the public interest in maintaining the exemption, and therefore protecting the commercial interests of the suppliers and preserving its ability to compete fairly in a commercial market, outweighs the public interest in disclosure in this case.

### Supplier Transactions

All NHS bodies are required to publish details of individual invoices and transactions that are over £25,000. This is in response to guidance from HM Treasury which sets out the scope of the data. Details can be found on our website using the following link: [www.mtw.nhs.uk/about-us/our-quality-story/finance/](http://www.mtw.nhs.uk/about-us/our-quality-story/finance/)

16. July 2020

17. SIP

18. Yes. HSCN