

**Freedom of Information Request**

**Ref: UHB 19-752**

15 January 2020

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

1. Please confirm the manufacturer of your telephony system(s) that are currently in place?
  - a. When was the installation date of your telephony equipment?  
Siemens DX (1986-1996).  
Cisco CUCM 2003 onwards.
  - b. Who maintains your telephony system(s)?  
Tele response (Siemens DX).  
Block (Cisco).
  - c. Please confirm value of the initial project and value of annual support/maintenance services (in £)?  
Tele response: £23k + vat.  
Block: Maintenance of the CUCM is under contract with the entire Network therefore price cannot be calculated.
  - d. When is your contract renewal date?  
Tele response: 2023.  
Block: July 2020.
  
2. Please confirm the manufacturer of your Contact centre system(s) that are currently in place? – Netcall.
  - a. When was the installation date of your contact centre infrastructure?  
1998: Vip telephonetics voicemail installed. Netcall liberty is a 4th generation upgrade of this original product.
  - b. Who maintains your contact centre system(s)?  
Netcall.
  - c. Please confirm value of the initial project and value of annual support/maintenance services (in £)?  
Annual support £25k per annum.
  - d. How many contact centre employees/agents do you have?  
90 channel in/ out.

- e. When is your contract renewal date?  
This is a rolling contract.
3. 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?  
Cisco Webex.
4. How many employees do you have overall within your organisation?  
As a headcount, the Trust has 12,203. Excluding staff with 0 FTE i.e. bank and honorary staff, the figure is 9,876.  
As an FTE the figure is 8543.3  
Figures as at November 2019.
5. Who currently provides your calls and lines? - Virgin Media.
6. What is your current annual spend on calls and lines? - £150k.
7. When is your contract renewal date? - This is a rolling contract.
8. Are you using SIP or ISDN?  
ISDN.
9. Do you use a wide area network? - Yes.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance  
University Hospitals Bristol NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

## Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**FOI Team**  
**UH Bristol NHS Foundation Trust**