

Daniel Leonard
By email

Information Governance
4th Floor, Skipton House
80 London Road
London
SE1 6LH

31st December 2019

[Email:foirequest@nhscfa.gsi.gov.uk](mailto:foirequest@nhscfa.gsi.gov.uk)
[Website:cfa.nhs.uk](http://cfa.nhs.uk)

Dear Daniel,

Subject: FREEDOM OF INFORMATION REQUEST 2019034

I am writing to confirm that I have now completed my search for the information which you requested on 28th November 2019 with clarification on 4th December 2019, as outlined below. My responses to your request are highlighted in bold:

‘Please confirm the manufacturer of your telephony system(s) that are currently in place? **The manufacturer is currently Avaya, shortly to move to Cisco Jabba Client.**

When was the installation date of your telephony equipment? **The installation date was approximately 2013.**

Who maintains your telephony system(s)? **The telephony system is maintained by Capita and shortly to be replaced by KCOM.**

Please confirm value of the initial project and value of annual support/maintenance services (in £)? **This information is not held. This is part of NHS Counter Fraud Authority's overall managed service with NHS Business Services Authority. You should make a freedom of information request to NHS Business Services Authority for this information.**

When is your contract renewal date? **The contract renewal date is January 2023.**

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? **The organisation uses Skype for Business and Teams.**

How many employees do you have overall within your organisation? **NHS Counter Fraud Authority employs 168 staff.**

Who currently provides your calls and lines? **NHS Business Services Authority Managed Services**

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www.cfa.nhs.uk/reportfraud

What is your current annual spend on calls and lines? **This information is not held by NHS Counter Fraud Authority, this information is part of the managed service with NHS Business Services Authority.**

When is your contract renewal date? **See above**

Are you using SIP or ISDN? **This information is not held by NHS Counter Fraud Authority.**

Do you use a wide area network? **Yes.**

Please note that this information will be published on our Freedom of Information disclosure log:

<https://cfa.nhs.uk/freedom-of-information-disclosure-log>

Your personal details will be removed from the published response.

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of my decision, you should write, within 40 working days from the date of this response to:

Information Governance
4th Floor, Skipton House
80 London Road
London
SE1 6LH

Email: FOIrequest@nhscfa.gsi.gov.uk

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Authority.

The Information Commissioner can be contacted at:-

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

Tel: 01625 545 745

Fax: 01625 524 510

Email: enquiries@ico.gsi.gov.uk

If you have any queries about this letter, please contact me. Please quote the reference number above in any future communications to make it easier for me to deal with your correspondence.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Helen Moote', written in a cursive style.

Helen Moote
Information Governance Officer