

Email: foi.tsdfd@nhs.net
Our Ref: TSD10860

Dear Sir/Madam

Request for Information

We are writing to confirm that we have now completed our search for the information you requested.

A copy of the information is below:

I am writing to request information under the Freedom of Information Act 2000 regarding your Trust's integration environment support and monitoring arrangements.

Please provide:

- 1. Whether the Trust currently uses a third-party supplier for integration environment support and/or monitoring.**
[Supplier provides the integration software and escalation support. Internal team provides all development, maintenance, support and monitoring.](#)
- 2. If yes, please provide:**
 - a. Supplier name:** [InterSystems](#)
 - b. Whether it includes 24/7 support:** [Yes](#)
 - c. Contract start date:** [1 October 2025](#)
 - d. Contract end date, including any extension options:** [30 September 2031](#)
 - e. Annual contract value, excluding VAT:** [Average cost £37,653.54 per year](#)
- 3. If no third-party supplier is used, please confirm whether the service is delivered entirely in-house.** [Not applicable](#)
- 4. Which internal person is responsible for managing the Trust's integration environment support and monitoring arrangements?**
[Clinical Systems Integration Manager](#)

- 5. Please provide the job title (and where publicly available, please also provide the full name) of the person with overall responsibility for either:**
- the internal team delivering this service; or
 - the management of the third-party supplier providing this service.

Leigh Burns, AMS Development Manager

- 6. Whether the Trust is planning or considering any renewal, replacement or new procurement for integration support/monitoring within the next 24 months, and the expected timing if known.**

No

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting.

If you wish to discuss any of the above, please contact us, quoting the FOI reference number above.

If you are unhappy with the way in which we have handled your request, please contact the Data Protection and Freedom of Information Lead in the first instance. If you wish to make a formal complaint, you should write to our Complaints Manager at Torbay and South Devon NHS Foundation Trust, First Floor Bowyer Building, Torbay Hospital, Torquay TQ2 7AA or by email to tsdft.feedback@nhs.net

If you are not content with the outcome of your complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner will only make a decision once you have exhausted the complaints and/or internal review process provided by us. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through this link <https://ico.org.uk/global/contact-us/>

Yours sincerely,

Freedom of Information Team