

Information Governance Department

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Ref: FOI2015/2495
Date Received: 9th February 2015
Response Due: 9th March 2015

9 March 2015

Dear ,

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the Freedom of Information Act.

You asked:

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telecommunications contract.

The contract information sent by the organisation previously has now expired please can you provide me with a new update of the telephone maintenance contract:

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)

Maintenance

2. Existing Supplier: If there is more than one supplier please split each contract up individually.

BT for PABX & PSTN

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

£80,000 each year for maintenance

4. Number of Users:

2012 Nortel/Avaya IP, 1173 Analogue, 49 Digital

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

Avaya CS1k

Chairman: Robert Armstrong
Chief Executive: Andrew Foster CBE

6. **Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.**
Avaya CC6, Avaya Call Pilot, Avaya UCM
7. **Telephone System Type: PBX, VOIP, Lync etc**
Avaya CS1k Analogue, Digital and VOIP Telephony
8. **Contract Duration: please include any extension periods.**
3 years
9. **Contract Expiry Date: Please provide me with the day/month/year.**
February 2016
10. **Contract Review Date: Please provide me with the day/month/year.**
February 2016
11. **Contract Description: Please provide me with a brief description of the overall service provided under this contract.**
24/7 Avaya CS1K platform across 4 sites, Contact Centre, Recording and Voice platforms
12. **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.**
John Hunt, Service Delivery Manager, 01942 822812

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.

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 for that particular contract.

If the maintenance for telephone systems is maintained in-house please can you provide me with:

1. **Number of Users:**
In-house managed, BT Maintained
2. **Hardware Brand: The primary hardware brand of the organisation's telephone system.**
Avaya
3. **Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.**
Telephony
4. **Contact Detail: Of the person from with the organisation responsible for telephone maintenance full Contact details including full name, job title, direct contact number and direct email address.**
Bob Davey, Telecomms Manager, 01942 822099, bob.davey@wwl.nhs.uk

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Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.

If this is a new contract or a new supplier please can you provide me with a short list of suppliers that bid on this service/support contract?

I hope you find this information useful, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 256335. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Rob Forster
Acting Chief Executive

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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 our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, WrightingtonHospital, Hall Lane, AppleyBridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF