

Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

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Wigan
WN1 1XX

Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2025/10944

Date Received: 23rd July 2025

Response Due: 20th August 2025

Date: 13th August 2025

Dear Sir/Madam

With reference to your request for information received on 23rd July 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

I am writing to request the following information under the Freedom of Information Act 2000 regarding your organisation's telephone system maintenance contract(s).

The information requested relates to the maintenance and support of telephone system hardware and software (including PBX, VOIP or hybrid systems). If the service is delivered through a managed or shared arrangement, or includes multiple providers, please break down the responses accordingly.

Contracted Service Information

- 1. Contract Type – Is this a maintenance-only contract, a fully managed service, or a shared service? (If shared, please list the participating organisations.)**
Managed service.
- 2. Existing Supplier(s) – Please confirm the supplier(s). If more than one, please provide information for each contract separately.**
Cinos.
- 3. Annual Average Spend – Please provide the average annual spend over the past three years, per supplier if applicable.**
£668,413.
- 4. Hardware Brand – What is the primary telephone system hardware brand currently in use?**
This information is exempt under Section 31 of the FOI Act for the following reasons: The Trust like any organisation may be subject to cyber-attacks and, since it holds large amounts of sensitive,

personal and confidential information, maintaining the security of this information is extremely important. Cyber-attacks, which may amount to criminal offences for example under the Computer Misuse Act 1990 or the Data Protection Act 1998, are rated as a Tier 1 threat by the UK Government.

- 5. Number of Telephone Users – Please indicate the total number of users on the system.**
This information is being withheld under Section 43 of the Freedom of Information Act. Please see the below.
- 6. Contract Duration – Including any optional extension periods.**
5 years. Initial contract period is 36 months, with optional 24 month extension period.
- 7. Contract Expiry Date – Please provide in DD/MM/YYYY format.**
09/12/2021.
- 8. Contract Review Date – Please provide in DD/MM/YYYY format.**
08/12/2026.
- 9. Applications in Use – What applications are running on the PBX/VOIP system? (e.g. Contact Centre, Communication Manager, etc.)**
Switchboard, Call Recording, Voicemail and Menus.
- 10. Telephone System Type – Please specify whether your system is PBX, VOIP, Lync, or other.**
VOIP.
- 11. Contract Description – A brief overview of the scope of services provided under the contract.**
Telephony, Switchboard, Call Recording, Voicemail and Menus System.
- 12. Procurement Route – Please state how the contract was procured. If through a framework, include the framework name and reference number. If another route was used, please specify.**
Framework CCS RM3808 Network Services 2 – Lot 3
- 13. Responsible Officer – Please provide the name, job title, direct telephone number, and email address of the individual responsible for this contract. If full contact details cannot be provided, the job title will suffice.**
Katie Bielecki, Trust Procurement Manager.

The Trust does not routinely give out email addresses and direct telephone numbers of staff members, as large numbers of unsolicited emails/telephone calls, could cause disruption by blocking email accounts/telephone lines thus preventing true work-related emails/calls from being delivered. However, any of the above staff can be contacted via main switchboard on 01942 244000.

If this service is part of a broader managed service contract or includes additional elements beyond telephone maintenance, please include all of the above details and clarify the full scope of the service.

In-House Provision (if applicable)

If telephone system maintenance is handled in-house, please provide:

- 1. Number of Telephone Users**
- 2. Primary Hardware Brand**
- 3. Applications in Use**
- 4. Contact Details of the person responsible, including name, job title, direct number, and email address.**
N/A.

Additional Questions

- **If the contract is due to expire, please indicate the likely course of action or plans for renewal or re-tendering.**
Renewal.
- **If this is a recently awarded contract, please provide a shortlist of suppliers who submitted bids for this service.**
N/A.

Section 43(2) – Commercial interests

Information regarding the number of users has been withheld under section 43(2) of the FOIA if its disclosure would be likely to prejudice the commercial interests of the Trust.

Section 43 of the FOIA is a qualified exemption and is subject to the Prejudice Test and the Public Interest Test.

Prejudice test

We confirm that we have carried out a full prejudice test and that, on the balance of probability, the Trust's interests would be prejudiced in the event of disclosure. Therefore, we confirm that the Prejudice Test is engaged.

Public interest test

We have also carried out the Public Interest Test to ascertain whether the public interest in disclosure outweighs the public interest in withholding the requested information:

Public interest in disclosure of the information:

- We acknowledge that there is public interest in transparency around how the Trust engages with suppliers and procurement.
- We acknowledge that there is public interest in the Trust's finances.

Public interest in withholding of the information:

- **Protecting public finances** – As a public authority, the Trust must ensure that it obtains the best value for money. Disclosure of the information would be likely to affect the quality of future offers provided to the Trust. It is therefore firmly in the public interest not to disclose any information which would affect commercial offers made to the Trust, which in turn will affect the Trust's finances.

- **Ensuring fair competition** – Information provided to the Trust during the procurement process contains sensitive competition information. It is not in the public interest to disclose information which would affect free and fair competition.

- **Transparency** – We understand that there is public interest in how the Trust engages with suppliers. However, we consider that the information held by the Trust would not significantly further the public understanding of its relationship with these suppliers beyond what has already been disclosed in this response.

• **Reputation damage or loss of confidence** - It is firmly in the public interest that the Trust takes all steps to protect its reputation around information handling. It is not in the public interest to do anything which would jeopardise our ability to maintain strong working relationships with third parties.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Garry Harris', with a long horizontal stroke extending to the right.

Garry Harris
Deputy Director Digital & Chief Technology Officer

PLEASE NOTE:

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, Wroughtington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

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

Helpline number: 0303 123 111