



**Wrightington,
Wigan and Leigh**
NHS Foundation Trust

Information Governance

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Tel: 01257 256284
Email: FOI@wwl.nhs.uk
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Ref: FOI2019/5469

Date Received: 18th June 2019

Response Due: 16th July 2019

10th July 2019

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

You asked:

Please can you send me the following contract information via email with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support:

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 and 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

£98,000

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

Avaya Cs1k

5. Number of telephone users:

2307- IP, 1110 - Analogue, 5 - Digital

6. Contract Duration: please include any extension periods.

Rolling contract until end of current CCS framework

7. Contract Expiry Date: Please provide me with the day/month/year.

26th July 2019

8. Contract Review Date: Please provide me with the day/month/year.

N/A

9. 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, Avaya Aura

10. Telephone System Type: PBX, VOIP, Lync etc.

Avaya Cs1k, Analogue, Digital and VOIP telephony

11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.

24/7 Avaya Cs1k Platform on 4 Geo Redundant sites, Contact Centre, Recording and Voice Services, BT Hosted Voice PSTN

12. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.

CCS RM1045

13. 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.

Bob Davey – Telecoms Manager

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?

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. 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,

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

Andrew Foster
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, Wrightington Hospital, Hall Lane, Appley Bridge, 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