

**Information Governance Department**

Wrightington Hospital

Hall Lane

Appley Bridge

Wigan

WN6 9EP

Tel: 01257 256284  
Email: [foi@wwl.nhs.uk](mailto:foi@wwl.nhs.uk)  
Web: [www.wwl.nhs.uk](http://www.wwl.nhs.uk)

Ref: FOI2020/6058

Date Received: 10<sup>th</sup> July 2020

Response Due: 7<sup>th</sup> August 2020

Date: 6<sup>th</sup> August 2020

Dear Sir/Madam

**INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000**

**You asked:**

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telephone maintenance 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:

Please can you send me the following contract information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support if all the information is still the same besides the contracts dates please send just the new contract dates it would be much appreciated.

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

BT Maintenance

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

BT

**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.**

The annual average spend for this contract is £80k, this will apply to previous years also.

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

Avaya

**5. Number of telephone users:**

3526

**6. Contract Duration: please include any extension periods.**

Rolling 12 month contract

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

Initial contract expired on 08/09/2017

**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.**

Contact Centre

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

PBX

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

BT Maintenance for Avaya CS1K Telephony

**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.**

OJOU – Agreement No. A217837/L1

**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.**

WWLFT Procurement Department

**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. N/A**

**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. N/A**

**If the maintenance for telephone systems is maintained in-house, please can you provide me with: N/A**

**1. Number of telephone Users:**

2. **Hardware Brand: The primary hardware brand of the organisation's telephone system.**
3. **Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.**
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.**

**Also, if the contract is due to expire please provide me with the likely outcome of the expiring contract. N/A**

**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? N/A**

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,



Malcolm Gandy  
Acting Chief Information 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, 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 at: