

Information Governance

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Ref: FOI2018/4473

Date Received: 7th February 2018
Response Due: 7th March 2018

6th March 2018

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the FOI Act.

Please can you provide us with the following information?

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:

1. Contract Type: Maintenance, Managed, and 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. **£21kp.a.**
4. Number of Users: **3503**
5. Hardware Brand: The primary hardware brand of the organisation's telephone system. **Avaya**
6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager. **PBX**
7. Telephone System Type: PBX, VOIP, Lync etc. **PBX**
8. Contract Duration: please include any extension periods. **Rolling**
9. Contract Expiry Date: Please provide me with the day/month/year. **Dec 2018**
10. Contract Review Date: Please provide me with the day/month/year. **Sep 2018**
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**
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 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,



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