



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/2023/9107

Date Received: 3rd August 2023

Response Due: 31st August 2023

Date: 29th August 2023

Dear Sir/Madam

You asked:

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, managed in-house

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

BT

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

Financial Year	Spend
2020/21	385,861.19
2021/22	397,483.26
2022/23	349,552.48

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

Avaya CS1000

5. Number of telephone users:

Circa 4000

6. Contract Duration: please include any extension periods.

5 years with 2 x 12 month extension options

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

01.09.2021

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

31.08.2026

9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.

The Trust no longer have applications other than base telephony and management running on our current PABX/VOIP system.

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

PBX analogue & VOIP

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

Trust Wide 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.

CCS RM3808 Mini Competition

13. Contact Detail: Of the person from within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

Alistair Nicholson – Associate Director of Procurement

The Trust does not routinely give out email addresses and direct telephone numbers of staff members as a large number of unsolicited emails/telephone calls could cause disruption to work by blocking email accounts/telephone lines and thereby 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 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,



Tabitha Gardner
Chief Finance 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, 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