



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

Information Governance Department
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Buckingham Row
Brick Kiln Lane
Wigan
WN1 1XX

Email: foi@wwl.nhs.uk
Web: www.wwl.nhs.uk

Ref: FOI/2024/9533

Date Received: 16th January 2024

Response Due: 13th February 2024

Date: 15th March 2024

Dear Sir/Madam

With reference to your request for information received on 16th January 2024, 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:

- 1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.**
Supplier is OPUS.
- 2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier**

SupplierName	Average spend
OPUS BUSINESS SYSTEMS LTD	223,629.00

- 3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.**
Contract is for 5 +1+1
- 4. Contract Expiry: For each supplier, please state the date of when the contract expires.**
OPUS expires 31/08/2026.

5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

6 months before the end of the contract

6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

Contact centre supplier provide cloud-based contact centre services to the trust. This covers inbound call handling and processing.

7. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. At the very least please provide me with their actual job title.

Head of Telecoms. It is not Trust policy to release details of non-patient facing members of staff below AfC band 8a.

8. Number of Agents; please provide me with the total number of contact centre agents;

106 licences.

9. Number of Sites; please can you provide me with the number of sites the contact centre covers.

4 sites

10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?

OPUS

11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you 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.

Section 31 (1) Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice—

(a) the prevention or detection of crime,

12. Number of email users: Approximate number of email users across the organisations.

Circa 8000

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

- 1. 0800, 0845, 0870, 0844, 0300 number**
- 2. Routing of calls**
- 3. Caller Identifier**
- 4. Caller Profile- linking caller details with caller records**
- 5. Interactive voice response (IVR)**

For a contract relating to the above please can you provide me with?

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.

CINOS

2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier

SupplierName	Average spend
CINOS LTD	503,187.77

3. Contract Expiry: For each supplier, please state the date of when the contract expires

CINOS expires 31/08/2026.

4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

6 months before the end of the contract

5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

CINOS - Provide DDI services SIP services and support of hardware.

6. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

Head of Telecoms. It is not Trust policy to release details of non-patient facing members of staff below AfC band 8a.

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,



Garry Harris
Associate Director Technology

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