



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

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Ref: FOI/2024/9590

Date Received: 5<sup>th</sup> February 2024

Response Due: 4<sup>th</sup> March 2024

Date: 5<sup>th</sup> March 2024

Dear Sir/Madam

With reference to your request for information received on 5th February 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:

## **Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP, Cloud)**

**1.Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.**

BT and Cinos

**2. Telephony/Voice Services Spend – Please can you provide me with the annual spend**

Cinos Multiyear contract £1.4m

**3.Telephony/Voice Services - Contract Renewal Date- please provide day, month and year (month and year are also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract. If there is more than one supplier, please split the renewal dates up into however many suppliers.**

SIP Trunks December 2024, Cinos Telephony 2026

**4.Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.**

Cinos Multiyear Contract (5)

**5.Telephony/Voice Services - Type of Lines - Please can you split the type of lines and users per each supplier? PSTN, Analogue, SIP, ISDN, VOIP, Cloud**

Please see exemption below.

**6.Telephony/Voice Services Number of Lines / Channels / SIP Trunks/ Cloud based users- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN**

Please see exemption below.

**Contract 2 - Incoming and Outgoing of call services.**

**6.Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why?**

0 Minutes/BT only Premium & International billed.

**7.Minutes/Landline Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract.**

31/08/2026

**8.Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable. If SIP services, please provide me with the cost of services per month. –**

The Trust does not hold this information centrally.

**9.Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.**

01/09/2021 – 31/08/2026 extension options 24 months in 2 12 month terms

**10.Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.**

Please see exemption below.

**Contract 3 - The organisation's broadband provider.**

**11.Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why?**

BT/Virgin Media

**12. Broadband expiry Date- please provide day, month, and year (month and year is also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract. If there is more than one supplier, please split the expiry dates up into however many suppliers.**

31/03/2028

**13. Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.**

The Trust does not hold this information centrally.

**Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.**

**14. WAN Provider- please provide me with the main supplier(s) if there is no information available, please can you provide further insight into why?**

Virgin Media

**15. WAN Contract expiry Date- please provide day, month, and year (month and year are also acceptable). If this is a rolling contract, please provide me with the rolling date of the contract. If there is more than one supplier, please split the expiry dates up into however many suppliers**

January 25

**16. Contract Description: Please can you provide me with a brief description for each contract –**

Please see exemption below.

**17. The number of sites: Please state the number of sites the WAN covers. Approx. will do.**

Please see exemption below.

**18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.**

£127,000

**19. For each WAN contract can you please provide me with information on how this was procured, especially around those procurement that used frameworks, please provide me with the framework reference.**

Framework contracts

**20. Internal Contact: please can you send me their full contact details including contact number and email and job title for all the contracts above.**

Catherine Baker

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.

#### Section 43(2) – Commercial interests

Information regarding contract information has been withheld under section 43(2) of the FOIA if its disclosure would be likely to prejudice the commercial interests of the Trust.

Section 43 of the FOIA is a qualified exemption and is subject to the Prejudice Test and the Public Interest Test.

#### Prejudice test

We confirm that we have carried out a full prejudice test and that, on the balance of probability, the Trust's interests would be prejudiced in the event of disclosure. Therefore, we confirm that the Prejudice Test is engaged.

#### Public interest test

We have also carried out the Public Interest Test to ascertain whether the public interest in disclosure outweighs the public interest in withholding the requested information:

#### Public interest in disclosure of the information:

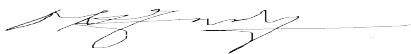
- We acknowledge that there is public interest in transparency around how the Trust engages with suppliers and procurement.
- We acknowledge that there is public interest in the Trust's finances.

#### Public interest in withholding of the information:

- **Protecting public finances** – As a public authority, the Trust must ensure that it obtains the best value for money. Disclosure of the information would be likely to affect the quality of future offers provided to the Trust. It is therefore firmly in the public interest not to disclose any information which would affect commercial offers made to the Trust, which in turn will affect the Trust's finances.
- **Ensuring fair competition** – Information provided to the Trust during the procurement process contains sensitive competition information. It is not in the public interest to disclose information which would affect free and fair competition.
- **Transparency** – We understand that there is public interest in how the Trust engages with suppliers. However, we consider that the information held by the Trust would not significantly further the public understanding of its relationship with the suppliers beyond what has already been disclosed in this response.
- **Reputation damage or loss of confidence** - It is firmly in the public interest that the Trust takes all steps to protect its reputation around information handling. It is not in the public interest to do anything which would jeopardise our ability to maintain strong working relationships with third parties.

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,



Malcolm Gandy  
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, 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