



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 21 September 2020

Re: Freedom of Information Request
Ref: 194-2020

Thank you for your email dated the 28th August, requesting information in relation to telephone maintenance.

The information that you require is as follows:

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)**
The Clatterbridge Cancer Centre (CCC) has maintenance contracts with CDW (Cisco kit) for VoIP. We also have a new Service Level Agreement (SLA) with Liverpool University Hospital Foundation Trust (LUHFT), the details of this are currently still being negotiated.
- 2. Existing Supplier: If there is more than one supplier please split each contract up individually.**
Our existing supplier is Cisco but supported by CDW.
- 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 VoIP maintenance contract is combined with other kit as part of the overall infrastructure, therefore we are unable to provide the

specific cost of this. The new SLA with LUHFT is still being negotiated.

4. **Hardware Brand:** The primary hardware brand of the organisation's telephone system.
Cisco
5. **Number of telephone users:**
1044
6. **Contract Duration:** please include any extension periods.
Our maintenance contracts and SLA are 12 month contracts and are renewable annually.
7. **Contract Expiry Date:** Please provide me with the day/month/year.
SLA – as explained above is still under negotiation
Maintenance contracts - various dates throughout 2020/2021
8. **Contract Review Date:** Please provide me with the day/month/year.
These will be reviewed 3 months prior to expiry. The exact day/month/year with therefore vary due to the various expiration dates of all of our maintenance contracts.
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 applications currently running on PBX/VOIP systems are as follows:
 - CUCM Publisher
 - 2 Subscribers
 - Contact Centre Express
 - Jabber
 - Unity
10. **Telephone System Type:** PBX, VOIP, Lync etc
VoIP and SIP
11. **Contract Description:** Please provide me with a brief description of the overall service provided under this contract.
To provide support and maintenance on hardware and software.
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.
Invitation to Tender via CCS Framework Ref RM721 Lot 2 for original procurement.
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.

Support Contracts
James Crowther
Head of I.T Operations
01515565000
jamescrowther@nhs.net

SLA:
Steve Morris
Head of Estates (PropCare)
01515565000
Stephenmorris5@nhs.net

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.

Not Applicable

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.

Not Applicable

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

Not Applicable

- 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.

Not Applicable

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?

Not Applicable

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>

Kind Regards,
Michelle Pennington
Document Control Manager & Freedom of Information Lead
Contact Email: ccf-tr.foi@nhs.net