

Date: 6 August 2018

Re: Freedom of Information Request
Ref: 149-2018

Thank you for your email dated 11th July 2018 requesting information regarding telephone maintenance contract.

The information that you require is as follows:

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, Shared (If so please state orgs)**
No contract in place
2. **Existing Supplier: If there is more than one supplier please split each contract up individually.**
N/A please refer to Q1
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**
N/A please refer to Q1
4. **Hardware Brand: The primary hardware brand of the organisation's telephone system.**
Cisco
5. **Number of telephone users:**

1250

6. **Contract Duration: please include any extension periods.**
N/A please refer to Q1
7. **Contract Expiry Date: Please provide me with the day/month/year.**
N/A please refer to Q1
8. **Contract Review Date: Please provide me with the day/month/year.**
N/A please refer to Q1
9. **Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.**
VOIP, Contact Centre, Call Manager
10. **Telephone System Type: PBX, VOIP, Lync etc.**
VOIP
11. **Contract Description: Please provide me with a brief description of the overall service provided under this contract.**
N/A please refer to Q1
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**
N/A please refer to Q1
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.**
N/A please refer to Q1

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:

1. Number of telephone Users:

1250

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

Cisco

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

VOIP, Contact Centre, Call 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.

Richard Pilkington, ICT Manager, rpilkington1@nhs.net

01515565002

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

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>