



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
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Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 13 September 2018

**Re: Freedom of Information Request**  
**Ref: 192-2018**

Thank you for your email dated 28th August 2018, requesting information in relation to telephony and networks services.

The information that you require is as follows:

**I want to submit a freedom of information request for the following information relating to telephony and networks services:**

**If there is more than one supplier for each of the contracts below, please can you provide me with the contract data for each of the supplier including, spend, contract dates, type of lines and number of sites.**

**Contract 1**

1. **Current Lines (Analogue, ISDN VOIP, SIP etc) Provider- Please can you provide me with the name of the supplier for the contract.**

**Gamma**

2. **Fixed Line- 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**

**September 2019**

3. **Fixed Line- Contract Duration- the number of years the contract is for each provider**

**1 Year**

4. **Type of Lines- Please can you split the type of lines per each supplier? PTSN, Analogue, SIP**

**SIP line provider Gamma - ISDN provider Colt**

5. **Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines**

**60 SIP channels – 38 ISDN**

## **Contract 2**

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

**Gamma**

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.**

**September 2019**

8. **Minutes Landline Monthly Spend- Monthly average spend for each provider. An estimate or average is acceptable.**

**1 year contract - approx charge £27,951.72**

9. **Minute's Landlines Contract Duration: the number of years the contract is with the supplier.**

**1 Year**

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

**780**

### Contract 3

11. Fixed Broadband Provider- Please can you provide me with the name of the supplier for the contract.

**Virgin Media Business**

12. Fixed Broadband 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

**September 2019**

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

**£8000**

### Contract 4

14. WAN Provider- please provide me with the supplier for each contract if there is no information available please can you provide further insight into why?

**Block solutions**

15. WAN 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 provide me with the renewal date for each supplier.

**September 2019**

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

**Block solutions installed and configured WAN and provide support**

17. The number of sites: Please state the number of sites the WAN covers for each contract. Approx. will do.

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

**Part of a 3 year package for LAN/WAN and UC/IP telephony -capital and revenue**

- 19. If the above WAN contract is not in relation to N3/HSCN can you please provide me with details on when the Trust is planning to migrate to the HSCN contract.**

**All paperwork has been completed; date of migration is yet to be confirmed.**

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

**Further enquiries can be directed to:**

**[ccf-tr.IMTFOI@nhs.net](mailto:ccf-tr.IMTFOI@nhs.net)**

**If there is more than one supplier for each contract please can you separate the contract dates and spend for each supplier. Also if no information can be provided for each of the key data types please explain why there is no information.**

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>