

Date: Friday, 27th December 2019  
Our Ref: MB/SS FOI 4169

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Liverpool L9 7BB  
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**Re: Freedom of Information Request FOI 4169**

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 24th December 2019.

Your request was 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 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)

**Maintenance**

2. Existing Supplier: If there is more than one supplier please split each contract up individually.

**Mitel**

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

**£19,460**

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

**Mitel**

5. Number of telephone users:

**Approx 900**

6. Contract Duration: please include any extension periods.

5 Years

7. Contract Expiry Date: Please provide me with the day/month/year.

04/02/2020

8. Contract Review Date: Please provide me with the day/month/year.

06/01/2020

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

Unified Comms including video conferencing.

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.

Manufacturer Maintenance and Support

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.

Service was last procured via CCS framework ref RM3808.

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.

Justin Griffiths - The Walton Centre NHS Foundation Trust does not disclose individual staff members contact details. You can write to staff using the address above or alternatively email [enquiries@thewaltoncentre.nhs.uk](mailto:enquiries@thewaltoncentre.nhs.uk) asking for your correspondence to be forwarded on.

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.

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.

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

1. Number of telephone Users:

Approx 900

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

Mitel

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

Unified Comms including video conferencing.

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.

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?

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Please see our response above in [blue](#).

### Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at [www.opsi.gov.uk](http://www.opsi.gov.uk) where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at [www.opsi.gov.uk/advice/psi-regulations/index.htm](http://www.opsi.gov.uk/advice/psi-regulations/index.htm)

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. 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 the Freedom of Information Office at the address above.

**Please remember to quote the reference number, FOI 4169 in any future communications.**

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

Yours sincerely

*Mike Burns*

**Mr. Mike Burns, Executive Lead for Freedom of Information**