

Date: Monday, 28th February 2022  
Our Ref: MB/CM FOI 5066

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**Re: Freedom of Information Request FOI 5066**

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 22nd February 2022.

Your request was as follows:

Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP etc)

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

Mitel.

2. 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

The current contract is due for renewal 1st April 2022.

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

The contracts runs for 1 year.

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

All lines are SIP/Gamma.

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

The Trust has 1300 SIP lines.

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?

Gamma

7. 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.

The current contract is due for renewal 1st April 2022.

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.

We have a system called Mitel which includes free minutes for the Trust. We have certain calls that are not included in this package (i.e 118/premium service numbers etc. that we receive monthly invoices for. These costs are an average of £138.42 per month, this is based on invoices received in the last quarter.

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

The current contract ends 1st April 2022.

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

The Trust has approximately 995 telephone extensions.

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?

The Trusts current broadband supplier is The Network People, via Liverpool University NHS Trust.

12.Broadband 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. If there is more than one supplier, please split the renewal dates up into however many suppliers

The current contract is due for renewal 1st April 2022.

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

The Trusts annual average spend for broadband is £8,897.40.

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 - COIN/HSCN

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 split the renewal dates up into how many suppliers

The Walton Centre NHS Trust confirm in accordance with Section 1 of the Freedom of Information Act 2000 (FOIA) that we do not hold this information. However, Section 16 of the FOIA places a duty on us to provide help and assistance where possible and I am able to advise you that: this is managed by Informatics Merseyside/NHS England.

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

The contract is based on line rental.

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

The trust has two buildings across one site covered by the WAN.

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

The Trusts annual average spend is £7.900.

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.

The Walton Centre NHS Trust confirm in accordance with Section 1 of the Freedom of Information Act 2000 (FOIA) that we do not hold this information. However, Section 16 of the FOIA places a duty on us to provide help and assistance where possible and I am able to advise you that: the requested information will be held by NHS Digital and can be obtained via the submission of a Freedom of Information request directly to NHS Digital.

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.

Justin Griffiths, Head of IM&T - 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.

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 see our response above in blue. Member to quote reference number, FOI 5066 in any future communications.



Member to quote



reference number, FOI 5066 in any future communications.

A SMOKE FREE SITE

[www.thewaltoncentre.nhs.uk](http://www.thewaltoncentre.nhs.uk)

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**