

**Reference Number:** FOI/LHCH/2016128  
**From:** Private Individual  
**Date:** 28 April 2016  
**Subject:** Telephone maintenance | contract

**Paste table from response letter**

Q1 Contract Type: Maintenance, Managed, Shared (If so please state orgs)  
A1 [Maintenance](#)

Q2 Existing Supplier: If there is more than one supplier please split each contract up individually.  
A2 [Royal Liverpool & Broadgreen University Hospitals NHS Trust](#)

Q3 Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years  
A3 [£40k](#)

Q4 Number of Users:  
A4 [1490](#)

Q5 Hardware Brand:  
A5 [Cisco](#)

Q6 Application(s) running on PBX/VOIP systems:  
A6 [Call Manager](#)  
[Unity Messaging](#)

Q7 Telephone System Type: PBX, VOIP etc  
A7 [VOIP](#)

Q8 Contract Duration: please include any extension periods  
A8 [12 month rolling SLA](#)

Q9 Contract Expiry Date: Please provide the day/month/year  
A9 [31st March 2017](#)

Q10 Contract Review Date: Please provide the day/month/year

A10 1st March 2017

Q11 Contract Description: Please provide a brief description of the overall service provided under this contract

A11 Break fix support, configuration changes, end user support

Q12 Contact Detail of the person from with the organisation responsible for each contract including full Contact details

A12 Dave Murphy – Head of Information Technology  
0151 600 1509  
[Dave.murphy@lhch.nhs.uk](mailto:Dave.murphy@lhch.nhs.uk)

Q13 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

A13 Information not held – not applicable

Q14 If the maintenance for telephone systems is maintained in-house can you please provide:

1. Number of Users:
2. Hardware Brand:
3. Application(s) running on PBX/VOIP systems:
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.
5. Also if the contract is due to expire please provide me with the likely outcome of the expiring contract

A14 Information not held – not applicable