

Reference Number: FOI/LHCH/2017004
From: Private Individual
Date: 10 January 2017
Subject: Telephone Maintenance

- Q1 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)
 2. Existing Supplier: If there is more than one supplier please split each contract up individually.
 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
 4. Number of Users:
 5. Hardware Brand: The primary hardware brand of the organisation's telephone system.
 6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
 7. Telephone System Type: PBX, VOIP, Lync etc
 8. Contract Duration: please include any extension periods.
 9. Contract Expiry Date: Please provide me with the day/month/year.
 10. Contract Review Date: Please provide me with the day/month/year.
 11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
 12. 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.
- Q2 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.
- Q3 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.
- Q4 If the maintenance for telephone systems is maintained in-house please can you provide me with:
1. Number of Users:
 2. Hardware Brand: The primary hardware brand of the organisation's telephone system.
 3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication 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.
- Q5 Also if the contract is due to expire please provide me with the likely outcome of the

expiring contract.

Q6 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?

A1-A6 There has been no change to the current support provision since our previous response to you on May 2016 (Ref: FOI/LHCH/2016121).

There has been no change in that support is still provided via an SLA with the Royal Liverpool & Broadgreen University Hospital.

A business case for a dedicated infrastructure was agreed by the Trust in July 2016. The project is currently being progressed with implementation of a new network and telephony infrastructure due to commence February 2017. Following implementation, a fully managed support contract will be provided by a third party for a period of 3 years. The hardware brand will remain the same.