

Reference Number: FOI/2019/155
From: Private Individual
Date: 12 April 2019
Subject: Telephone maintenance contract

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. Hardware Brand: The primary hardware brand of the organisation's telephone system.
5. Number of telephone users:
6. Contract Duration: please include any extension periods.
7. Contract Expiry Date: Please provide me with the day/month/year.
8. Contract Review Date: Please provide me with the day/month/year.
9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
10. Telephone System Type: PBX, VOIP, Lync etc
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
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.
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.

- A1
1. Managed
 2. ANS (provider telephony technical)
Informatics Merseyside (telephony support through Shared Service SLA)
 3. Information held but exempt under Section 43: Commercial interest. Disclosure of a unique pricing structure would be likely to prejudice the commercial interest of the suppliers
 4. Cisco
 5. New telephony solution has licenses for 1500 users.
 6. ANS 3-years
IM annual
 7. ANS August 2019
IM, 31 March 2020
 8. ANS Information not held – currently under review
IM – SLA not contact so performance is reviewed at monthly meetings
 9. Communication manager
 10. VOIP

- 11. Fully managed contract
- 12. ANS - Crown Commercial Services Framework RM 1054
- 13. Dave Murphy, Head of Digital Healthcare, 0151 600 1509,
dave.murphy@lhch.nhs.uk

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.

A2 Please refer to A1 above

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.

A3 Dave Murphy, Head of Digital Healthcare, 0151 600 1509, dave.murphy@lhch.nhs.uk

Q4 If the maintenance for telephone systems is maintained in-house please can you provide me with:

1. Number of telephone 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.

A4 Information not held – not applicable

Q5 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?

A5 Information not held – not applicable