



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

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Date: 15 July 2019

Re: Freedom of Information Request
Ref: 166- 2019

Thank you for your email dated the 18th June 2019, requesting information with regards to telephone system maintenance contracts.

The information that you require is as follows:

Please can you send me the following contract information via email with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support:

Contract Type: Maintenance, Managed, Shared (If so please state orgs)

CCC has maintenance contracts with CDW (Cisco kit) for VoIP and the Trust also has a Service Level Agreement (SLA) with Wirral University Teaching Hospital (WUTH) for PBX and Switchboard Services.

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

Cisco but supported by CDW.

Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider

The VoIP maintenance contract is combined with other kit as part of an overall infrastructure, unfortunately we are therefore unable to supply the individual spend for this. We can confirm that the SLA with WUTH costs approx. 90k per annum.

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

Cisco

Number of telephone users:

950

Contract Duration: please include any extension periods.

Maintenance and SLA are 12 months renewable annually.

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

SLA – March 31st 2020, Maintenance contracts have various dates throughout 2020.

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

3 months prior to expiry

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

CUCM Publisher, 2 Subscribers, Contact Centre Express, Jabber and Unity

Telephone System Type: PBX, VOIP, Lync etc.

PBX, VoIP and SIP

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

Support and Maintenance on Hardware and Software

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.

Invitation to Tender via CCS Framework Ref RM721 Lot 2 for original procurement.

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.

Maintenance contracts:

James Crowther

Head of IT Operations

01515565000

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SLA:

Steve Morris

Head of Estates (PropCare)

01515565000

Stephenmorris5@nhs.net

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?

N/A

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 organization responsible.

N/A

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and 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: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

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

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>