

Date: Monday, 12th February 2024
Our Ref: MB/SH FOI 6156

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Re: Freedom of Information Request FOI 6156

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 05th February 2024.

Your request was as follows:

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

1. Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.
2. Telephony/Voice Services Spend - Please can you provide me with the annual spend
3. 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
4. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.
5. Telephony/Voice Services - Type of Lines - Please can you split the type of lines and users per each supplier? PSTN, Analogue, SIP, ISDN, VOIP, Cloud
6. Telephony/Voice Services Number of Lines / Channels / SIP Trunks/ Cloud based users- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN

1. Telephony/Voice Services Provider- Mitel
2. Telephony/Voice Services Spend - Part of a wider Network & Telephony Managed Service Contract - £94,666.55
3. Telephony/Voice Services - Contract Renewal Date- April 2024
4. Telephony/Voice Services - Contract Duration- 1 year
5. Telephony/Voice Services - Type of Lines - All lines are SIP, provided by Gamma
6. Telephony/Voice Services Number of Lines / Channels / SIP Trunks/ Cloud based users - 1300 SIP DDIs / 90 Trunks

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?
7. Minutes/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.

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.

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

6.Minutes/Landline Provider- Gamma

7.Minutes/Landline Contract Renewal Date- April 2024

8.Minutes Landline Monthly Spend- 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 £290 per month, this is based on the last quarterly invoice received.

9.Minute's Landlines Contract Duration- 1 Year

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?

12.Broadband expiry I 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 expiry dates up into however many suppliers

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

11.Broadband Provider - The Trusts current broadband supplier is The Network People, via Liverpool University NHS Trust.

12.Broadband expiry I Date- April 2024

13.Broadband Annual Average Spend- £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?

15.WAN Contract expiry 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 expiry dates up into however many suppliers

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

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

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

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.

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.

14. WAN Provider- Virgin Media - COIN/HSCN

15. WAN Contract expiry Date- 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 - The contract is based on line rental.

17. The number of sites - The Trust has two buildings across one site covered by the WAN.

18. WAN Annual Average Spend- £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 - JG - DCDIO - 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 wctf.enquiries@nhs.net 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 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

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 remember to quote the reference number, FOI 6156 in any future communications.

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 by:



Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, CHeshire, SK9 5AF.

Online: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/>

Telephone: 0303 123 1113

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information