

**Your Request:**

**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 if all the information is still the same besides the contracts dates please send just the new contract dates. It would be much appreciated.**

**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 spends 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 within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.**

**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.**

**If the contract is a managed service or is a contract that provides more than just telephone maintenance, please can you send me all the information specified above including the person from within the organisation responsible for that particular contract.**

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

**14) Number of telephone Users:**

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

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

**17) 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.**

**18) 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?**

**Our Response:**

Please find listed below the information held by each of the former CCG areas that now make up NHS Cheshire & Merseyside ICB in relation to the telephone system maintenance questions posed:

### **Cheshire**

1 – 18) Information not held. Please be advised that Midlands & Lancashire Commissioning Support Unit (MLCSU) are commissioned to provide ICT Services including the telephone systems to the former NHS Cheshire CCG area. You may therefore wish to re-direct your request for this information directly to MLCSU who can be contacted for Freedom of Information requests via NHS England, as the host of MLCSU, on the following email address: [england.contactus@nhs.net](mailto:england.contactus@nhs.net).

### **Halton**

1 – 18) Information not held. Please be advised that Midlands & Lancashire Commissioning Support Unit (MLCSU) are commissioned to provide ICT Services including the telephone systems to the former NHS Halton CCG area.

You may therefore wish to re-direct your request for this information directly to MLCSU who can be contacted for Freedom of Information requests via NHS England, as the host of MLCSU, on the following email address: [england.contactus@nhs.net](mailto:england.contactus@nhs.net).

### **Knowsley**

1 – 18) Information not held. Please be advised that Mid Mersey Digital Alliance (MMDA) are commissioned to provide ICT Services including the telephone systems to the former NHS Knowsley CCG area. You may therefore wish to re-direct your request for this information directly to MMDA who can be contacted via the following email address: [enquiries@midmerseyda.nhs.uk](mailto:enquiries@midmerseyda.nhs.uk)

### **Liverpool**

- 1) Cisco: Shared contract with South Sefton / Southport & Formby, Merseycare NHS Foundation Trust. Mitel: Shared contract with South Sefton.
- 2) Cisco / British Telecom (BT) / Mitel / Virginmedia 02.
- 3) Cisco: £14,911. Mitel: £63,052.
- 4) Cisco & Mitel.
- 5) Cisco: 550 IP phones. Mitel: 281 IP phones.
- 6) Cisco/Mitel: 5 years.
- 7) Cisco: June 2026. Mitel: December 2022.
- 8) Cisco: Annually in June. Mitel: June 2022.
- 9) Cisco: contact centre, voice mail and communications manager. Mitel: contact centre and voice mail.
- 10) Cisco: VOIP. Mitel: VOIP and PBX.
- 11) Cisco/Mitel: Maintenance, software assurance and fault resolution.
- 12) Cisco/Mitel: Crown Commercial Framework.
- 13) NHS Informatics Merseyside ([freedomofinformation@merseycare.nhs.uk](mailto:freedomofinformation@merseycare.nhs.uk))
- 14) N/A.
- 15) N/A.
- 16) N/A.
- 17) N/A.
- 18) N/A.

### **South Sefton / Southport & Formby**

- 1) Maintenance and support for Cisco via British Telecom (BT).
- 2) Operational management by NHS Informatics Merseyside.
- 3) BT - £3,180. NHS Informatics Merseyside – £4,500.
- 4) Cisco.
- 5) 300.
- 6) 5 years.
- 7) 26 June 2026.
- 8) 26 February 2025.
- 9) None.
- 10) VOIP
- 11) Support and maintenance, fault resolution for major issues, hardware replacement under fault conditions.
- 12) Tendered on CSS Framework.
- 13) NHS Informatics Merseyside ([freedomofinformation@merseycare.nhs.uk](mailto:freedomofinformation@merseycare.nhs.uk))

- 14) N/A.
- 15) N/A.
- 16) N/A – maintenance for telephone systems is not maintained in-house.
- 17) N/A.
- 18) BT was the only bidder via the CSS tender.

### **St Helens**

1 – 18) Information not held. Please be advised that Mid Mersey Digital Alliance (MMDA) are commissioned to provide ICT Services including the telephone systems to the former NHS St Helens CCG area. You may therefore wish to re-direct your request for this information directly to MMDA who can be contacted via the following email address: [enquiries@midmerseyda.nhs.uk](mailto:enquiries@midmerseyda.nhs.uk)

### **Warrington**

1 – 18) Information not held. Please be advised that Midlands & Lancashire Commissioning Support Unit (MLCSU) are commissioned to provide ICT Services including the telephone systems to the former NHS Warrington CCG area. You may therefore wish to re-direct your request for this information directly to MLCSU who can be contacted for Freedom of Information requests via NHS England, as the host of MLCSU, on the following email address: [england.contactus@nhs.net](mailto:england.contactus@nhs.net).

### **Wirral**

1 – 18) Information not held. Please be advised that Midlands & Lancashire Commissioning Support Unit (MLCSU) are commissioned to provide ICT Services including the telephone systems to the former NHS Wirral CCG area. You may therefore wish to re-direct your request for this information directly to MLCSU who can be contacted for Freedom of Information requests via NHS England, as the host of MLCSU, on the following email address: [england.contactus@nhs.net](mailto:england.contactus@nhs.net).