



Southport and Formby Clinical Commissioning Group

Our ref: FOI ID 5718

22nd September 2015

southportandformbyccg.foi@nhs.net

NHS Southport & Formby CCG

Merton House
Stanley Road
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Direct dial: 0151 247 7000

Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding Telephone Maintenance Contracts within NHS Southport and Formby CCG.

Request/[Response](#):

The contract information sent by the organisation previously has now expired please can you provide me with a new update of the telephone maintenance contract:

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:

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

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

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

Number of Users:

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

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

Telephone System Type: PBX, VOIP, Lync etc

Contract Duration: please include any extension periods.

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

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

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

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.

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 of the information specified above including the person from with the organisation responsible for that particular contract.

Chair: Dr Rob Caudwell
Chief Officer: Fiona Clark



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

Number of Users:

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

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

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.

Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.

[NHS Southport and Formby CCG does not hold this information. Please redirect your request to Southport and Ormskirk NHS Trust](#)

soh-tr.foi@nhs.net