

**Reference Number:** FOIAH2324/548  
**From:** Private Individual  
**Date:** 09 January 2024  
**Subject:** Telephone Maintenance

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.

Q1 Contract Type: Maintenance, Managed, shared (If so, please state orgs)

A1 [Managed Service](#)

Q2 Existing Supplier: If there is more than one supplier, please split each contract up individually

A2 [InterCity](#)

Q3 Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider

A3 [£80,000](#)

Q4 Hardware Brand: The primary hardware brand of the organisation's telephone system.

A4 [Avaya](#)

Q5 Number of telephone users

A5 [2565](#)

Q6 Contract Duration: please include any extension periods.

A6 [3 years](#)

Q7 Contract Expiry Date: Please provide me with the day/month/year.

A7 [June 2026](#)

Q8 Contract Review Date: Please provide me with the day/month/year.

A8 [June 2023](#)

Q9 Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.

A9 [Avaya software](#)

Q10 Telephone System Type: PBX, VOIP, Lync etc

A10 VOIP

Q11 Contract Description: Please provide me with a brief description of the overall service provided under this contract

A11 Maintenance, support and licensing

Q12 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.

A12 Information not held – Initial tender was undertaken 10 years ago and as such this information is no longer held.

Q13 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.

A13 Leanne Fearnough - [Leanne.Fearnough@alderhey.nsh.uk](mailto:Leanne.Fearnough@alderhey.nsh.uk), Associate Director

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

Q14 Number of telephone Users:

A14 Information not held – this a managed service

Q15 Hardware Brand: The primary hardware brand of the organisation's telephone system.

A15 Information not held – this a managed service

Q16 Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.

A16 Information not held – this a managed service

Q17 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

A17 Leanne Fearnough - [Leanne.Fearnough@alderhey.nsh.uk](mailto:Leanne.Fearnough@alderhey.nsh.uk), Associate Director