



# **Redditch and Bromsgrove Clinical Commissioning Group**

Please contact: Louise Booker  
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12 July 2018

Dear

**Re: Request for information under the Freedom of Information Act 2000**  
**Ref no: CAS-03533-G3Y8G7-RB**

Thank you for your correspondence dated 3 July 2018 making a request under the Freedom of Information Act 2000 for information which may be held by NHS Redditch and Bromsgrove Clinical Commissioning Group (CCG).

**You requested the following information and our response is detailed below:**

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telephone maintenance contract.

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:

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

**Maintenance**

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

**BT**

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

**Approx. £15,000 for the Redditch & Bromsgrove CCG**

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

**Nortel/Avaya**

5. Number of telephone users:

**60 at Redditch & Bromsgrove CCG**

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6. Contract Duration: please include any extension periods.

**5 year, with annual extensions**

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

**14 September 2018**

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

**14 September 2018**

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

**Avaya Contact Center, Call Pilot, System Manager**

10. Telephone System Type: PBX, VOIP, Lync etc

**VoIP**

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

**Contract is owned by a different NHS organisation and they recharge the services to us**

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.

**Unsure – this was approximately 9 years ago**

13. 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.

**Lynda Williams, Corporate Services and Projects Manager, 01527 482907,  
[Lynda.Williams@nhs.net](mailto:Lynda.Williams@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.

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.

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

1. Number of telephone Users:

**N/A**

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

**N/A**

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

**N/A**

4. 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.

**N/A**

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

**The contract will renew for a further year**

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?

**N/A**

### **Right of appeal**

Should you require any further information or clarification regarding this response, or do not feel that your request has been answered as you would expect, please contact the FOI team to discuss. However, if you remain dissatisfied with the service you have received in relation to your request and wish to request a review of our decision, this can be formally requested in writing and must be within a reasonable period of time (two calendar months) from the date this response was issued

Initially you should write to the freedom of information officer, either by email on [MLCSU.FOITeam@nhs.net](mailto:MLCSU.FOITeam@nhs.net) or post to Jubilee House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you feel you have been wrongly denied access to the information requested. The freedom of information team will make sure your request is investigated by an independent reviewer who was not involved in the original consideration of your request and a written response will be provided within 20 working days.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Redditch and Bromsgrove CCG. The ICO can be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
[www.ico.gov.uk](http://www.ico.gov.uk)

### **Copyright and the Re-use of Public Sector Information Regulations**

Most of the information that we provide in response to Freedom of Information Act 2000 requests will be subject to copyright protection. In most cases the copyright will be owned by NHS Redditch and Bromsgrove CCG. The copyright in other information may be owned by another person or organisation, as indicated in the information itself.

You are free to use any information supplied for your own use, including for non-commercial research purposes. The information may also be used for the purposes of news reporting. However, any other type of re-use, for example, by publishing the information or issuing copies to the public will require the permission of the copyright owner. For information where the copyright is owned by NHS Redditch and Bromsgrove CCG please submit a request in writing stating:-



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- Name and address of applicant requiring permission for re-use of the information
- Full details of the document/information required for re-use sufficient for the NHS Redditch and Bromsgrove CCG to identify it
- The purpose for which the document/information is to be re-used

For information where the copyright is owned by another person or organisation, you must apply to the copyright owner to obtain their permission. However, if you require more information on copyright please see the ICO guidance which can be accessed via the following link;

<https://ico.org.uk/media/for-organisations/documents/1151/datasets-foi-guidance.pdf>

Yours faithfully

***FOI Officer***

***On behalf of NHS Redditch and Bromsgrove CCG***