

Please contact: Access to Information  
Team  
Email: [MLCSU.FOITeam@nhs.net](mailto:MLCSU.FOITeam@nhs.net)  
Direct tel: 01782 916875

Level 3, Christ Church Precinct  
County Hall  
Fishergate Hill  
Preston  
PR1 8XB

4 April 2024

t: 0300 373 3550  
[www.lancashireandsouthcumbria.icb.nhs.uk](http://www.lancashireandsouthcumbria.icb.nhs.uk)

**Re: Your request for information under the Freedom of Information Act 2000**  
**Ref no: FOI-3854-LSC**

Thank you for your request dated 8 February 2024.

We can confirm that the ICB does hold the information you requested.

Please find our response to your questions below:

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 spends for this contract and please provide the average spend over the past 3 years for each provider

**In relation to the contract, we believe that providing this contract, would be likely to prejudice the commercial interests of the ICB (section 43(2) of the Act).**

**NHS Lancashire and South Cumbria ICB believe that disclosure of this information could be used to prejudice the commercial interests of the provider and impact on future procurement exercise. This could be detrimental in relation to obtaining the most competitive pricing for the service.**

**This contract is not solely in place for the ICB and is a shared contract with other organisations and would not reflect on the costs purely attributed to the ICB itself.**

**You can find out more about Section 43 by reading the extract from the Act and some guidance points we consider when applying this exemption along with more information by reading the full text of the Act, available at:**

**<http://www.legislation.gov.uk/ukpga/2000/36/section/43>**

**When assessing whether or not it was in the public interest to disclose the information to you, we considered the following factors:**

### Public interest considerations favouring disclosure-

- The FOIA requires that public sector organisations are open and transparent in relation to their business making decisions.
- Public have an interest in knowing how public funds are spent and know that funds are being used appropriately.

### Public interest considerations favouring withholding the information-

- Disclosure of the information may allow others to undercut competitors and not offer prices that may potentially be more competitive if current figures were known. This would in turn impact on future quality and services that the ICB receives.
- It would be likely to impact the competitiveness of future tenders if this were to go back out for procurement.
- It would also be likely to damage future procurement exercise as parties have pricing to aim for, rather than being at their most competitive and could undercut competitors.

We consider that the link between disclosure and prejudice has substance and that disclosure of this information could harm the quality and service received by impacting new business, alongside allowing others to undercut competitors.

Having taken into account the arguments for and against disclosure, NHS Lancashire and South Cumbria ICB have decided that the public interest in this case is best served by maintaining the exemption and by not disclosing the information requested, at this stage.

The ICB considers that the possible benefits of disclosure are outweighed by the real risk of causing prejudice to the commercial interests of the third-party providers concerned. In this case there is an overriding public interest in ensuring that the ability for providers to win new business is not impacted, as the release of the contract could jeopardise that.

We reached the view that, on balance the public interest is better served by withholding this information under Section 43(2) of the act at this time.

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

**Cisco.**

5. Number of telephone users:

**500.**

6. Contract Duration: please include any extension periods.

**3 years.**

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

**July 2026.**

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

**February 2026.**

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

**Communications Manager, Unity, IM&P, Contact Centre.**

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

**IPT.**

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

**Licensing, Support and Maintenance**

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.

**CCS RM3808**

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.

**Shaun Bucknill, Head of ICT, [shaunbucknill@nhs.net](mailto:shaunbucknill@nhs.net), 01253 300000**

14. 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 the number of telephone Users:

**Not applicable**

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

**Not applicable**

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

**Not applicable**

17. Contact Detail: Of the person from with the organisation responsible for telephone

**Not applicable**

18. 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.

**Not applicable**

19. 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?

**Not applicable**

**Right of Appeal**

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within 40 working days from the date this response was issued.

**To request an internal review**

You can request this by contacting the FOI team by email at [MLCSU.FOITeam@nhs.net](mailto:MLCSU.FOITeam@nhs.net) or by post to Leyland House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you require a review.

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 CCGs FOI complaints procedure. 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)

Yours sincerely

**Asim Patel – Chief Digital Officer**

**On behalf of Kevin Lavery  
ICB Chief Executive**