

Please contact: Access to Information Team

Email: MLCSU.FOITeam@nhs.net

Direct tel: 01782 872648

Chorley House
Lancashire Business Park
Centurion Way
Leyland
PR26 6TT

21 July 2022

Tel: 01772 214232
www.lancashireandsouthcumbria.icb.nhs.uk

Dear

Due to the abolishment of clinical commissioning groups, from the 1 July 2022 the information you had previously requested from NHS Blackpool CCG and NHS Fylde and Wyre CCG is now held by the newly established Integrated Care Board for NHS Lancashire and South Cumbria.

Re: Your request for information under the Freedom of Information Act 2000

Ref no: FOI-2360-BP&FW

Thank you for your request dated 9 June 2022.

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

Please find our response to your questions below:

<p>Q1</p>	<p>Your Question:</p> <p><i>Please can you provide me with a new update of the telephone maintenance contract:</i></p> <p><i>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.</i></p> <p>- Contract Type: Maintenance, Managed, shared (If so, please state orgs)</p> <hr/> <p>Our Response:</p> <p>Maintenance (shared system with other organisations)</p>
<p>Q2</p>	<p>Your Question:</p> <p>Existing Supplier: If there is more than one supplier, please split each contract up individually</p> <hr/> <p>Our Response:</p> <p>Just the one provider - BT.</p>

Q3	<p>Your Question:</p> <p>Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider</p> <p>Our Response:</p> <p>The ICB does not have the level of detail to breakdown the annual average spends, as the block contract with Blackpool Teaching Hospital includes other subcomponents within the overall value.</p>
Q4	<p>Your Question:</p> <p>Hardware Brand: The primary hardware brand of the organisation's telephone system</p> <p>Our Response:</p> <p>Cisco</p>
Q5	<p>Your Question:</p> <p>Number of telephone users</p> <p>Our Response:</p> <p>Approximately 7,000 (the CCG are only a portion of this)</p>
Q6	<p>Your Question:</p> <p>Contract Duration: please include any extension periods</p> <p>Our Response:</p> <p>1 year.</p>
Q7	<p>Your Question:</p> <p>Contract Expiry Date: Please provide me with the day/month/year</p> <p>Our Response:</p> <p>30/06/2022.</p>
Q8	<p>Your Question:</p> <p>Contract Review Date: Please provide me with the day/month/year</p> <p>Our Response:</p> <p>30/02/2022 – does this mean 30 June??</p>

Q9	<p>Your Question:</p> <p>Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.</p> <p>Our Response:</p> <p>Cisco Unified Comms Manager, Contact Centre, Instant Messaging and Presence, Unity Voicemail</p>
Q10	<p>Your Question:</p> <p>Telephone System Type: PBX, VOIP, Lync etc</p> <p>Our Response:</p> <p>IP Telephony</p>
Q11	<p>Your Question:</p> <p>Contract Description: Please provide me with a brief description of the overall service provided under this contract</p> <p>Our Response:</p> <p>Hardware and software, maintenance and support.</p>
Q12	<p>Your Question:</p> <p>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</p> <p>Our Response:</p> <p>Purchased using CCS RM3808</p>
Q13	<p>Your Question:</p> <p>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</p> <p>Our Response:</p> <p>Shaun Bucknill, Head of ICT, 01253 300000, shaunbucknill@nhs.net</p>

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 two calendar months 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 or by post to Jubilee 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

Yours sincerely

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