



Northern, Eastern and Western Devon  
Clinical Commissioning Group

Ref: FOI147

Newcourt House  
Old Rydon Lane  
EXETER  
Devon  
EX2 7JU

[d-ccg.foi@nhs.net](mailto:d-ccg.foi@nhs.net)

Tel: 01392 205205

18 November 2013

Dear,

**Re: Request for information under Freedom of Information Act 2000**

Thank you for your request under the Freedom of Information Act 2000, which was received on Sunday 10 November 2013.

I can confirm that Northern, Eastern and Western Devon CCG hold the majority of the requested information.

**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 and support

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

Southwest Communications Group



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

£64,684

**4. Number of Users:**

There are 590 users, some of whom are staff from other NHS organisations that share CCG office space.

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

Alcatel

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

Alcatel enterprise, alcatel omni office

**7. Contract Duration: please include any extension periods.**

3 or 5 years

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

5 separate contracts end dates:

29/06/2013

18/08/2014

28/04/2015

18/10/2015

14/03/2015

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

None specified.

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

Hardware and software maintenance and support.

**11. 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.**

Gail Irvine  
IT Project Manager & RA Manager  
Acting IT Department Manager  
IT Department | Newcourt House | Old Rydon Lane | Exeter | EX2 7JU  
Northern, Eastern and Western Devon Clinical Commissioning Group

Telephone: 01392 205205 | Email: [gail.irvine@nhs.net](mailto:gail.irvine@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.**

The service support area does not have more than one 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.**

Not a managed service.

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

The CCG do not hold this information.

**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.

## **Satisfaction**

I trust this matter has been dealt with to your satisfaction but if there is anything which you need further clarification, please do not hesitate to contact the office on 01392 205205 or by email at [d-ccg.foi@nhs.net](mailto:d-ccg.foi@nhs.net) Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can write to the office and arrangements will be made for an independent review. You of course can write directly to

the CCGs Chief Officer if you prefer using the “contact us” details displayed on the CCG website.

If you remain dissatisfied with the outcome of the appeal, you have the right to appeal again to the Information Commissioner at:

Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Tel: 01625 545 700

Fax: 01625 524 510

**Legal information pertaining to the release of this information**

Please note that the information being provided to you is for information only and remains subject to existing intellectual property rights; no license for the re-use of this information is given or implied through its provision to you.

Yours sincerely,

**The Freedom of Information Office  
NHS Northern, Eastern & Western Devon Clinical Commissioning Group**