



**Northern, Eastern and Western Devon
Clinical Commissioning Group**

Ref: FOI1059

Newcourt House
Newcourt Drive
Old Rydon Lane
EXETER
Devon
EX2 7JQ
d-ccg.foi@nhs.net

Tel: 01392 205205

21 September 2016

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 Friday 16 September 2016

The CCG is confirming in accordance with Section - (1) (a) of the Act, it holds the information requested and (b) is supplying it unless otherwise specified.

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

1. Provide a description of your current PBX? Please select from the below:

The CCG have outsourced all of its` ICT provision, including IT disposal, to Delt Shared Services Limited. Delt therefore provide our IT disposal and our IT hardware. Our contract with Delt Shared Services can be terminated on 3, 5 or 8 years with 12 months' notice. The contract started on 1st October 2014.

- **Rolling Annual** ✓
- **Fixed contract exceeding 1 year**
- **Fixed contract less than 1 year**

2. Who is the incumbent supplier for your PBX?

Northern and Eastern localities;
Newcourt House (Exeter), Crown Yealm House (South Molton) and Bridge House (Newton Abbot) sites: Manufacturer - Alcatel-Lucent, Supported by Delt Shared Services.

Western locality;
Windsor House (Plymouth) site: Manufacturer – Microsoft Lync, Supported by Delt Shared Services.

3. When did your PBX contract start? (Provide month and year)

Our contract with Delt Shared Services can be terminated on 3, 5 or 8 years with 12 months' notice. The contract started on 1st October 2014

4. When does your PBX contract end? (Provide month and year)

Please see response to question 4

5. What is the value of your PBX contract?

We cannot separate out the value of the PBX elements from our overall outsource contract with Delt Shared Services.

6. How many extensions does your PBX have?

Approximately 500

7. Do you have a Siemens ISDX?

- Yes
- No ✓

8. Do you have NHS Mail?

- Yes ✓
- No

9. Do you have NHS Mail 2?

- Yes ✓

- **No**

10. What kind of Microsoft Licensing Agreement do you have? Please select from the below:

- **Enterprise Agreement (EA)**
- **Enterprise Agreement Subscription (EAS)**
- **Microsoft Purchasing Agreement (MPSA)**
- **Select** ✓
- **Other (provide details)**

11. What is your Microsoft Licensing renewal date? (Provide month and year)

We do not have specific renewal dates

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 Please remember to quote the reference number at the top of this letter 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**