

FOI Request: Telephone Maintenance
Our Reference Number: 1314232

ICT Services are provided to the CCGs in Essex by NHS Central Eastern Commissioning Support Unit (CSU). Following the transition, work is currently on-going to align contracts and assets with the respective CCGs, therefore, at this point in time we are unable to give a response for each individual CCG, and some information is not available until this transition work has been completed. Please feel free to submit a follow up request in September, when work should be completed and all information available.

Please can you send me the following contract information with regards to the organisation's telephone maintenance contract (VOIP or PBX):

1. Existing Supplier: If there is more than one supplier please split each contract up individually.
The CSU has a contract with Block Solutions.

2. Total Contract Value: The total value of the contract.

The contract with Block Solutions covers all 7 of the Essex CCGs, the portion of this for NHS Castle Point & Rochford CCG, NHS North East Essex CCG, NHS Southend CCG, NHS Mid Essex CCG and NHS West Essex CCG cannot be separated.

3. Number of Users: 1200

4. Number of Sites: 11

5. Hardware Brand: The brand of the telephone system.

Cisco

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

CUCM

7. Contract Duration: please including any extension periods.

12 Months

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

31/5/14

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

1/4/14

10. Contract Description: Please provide me with a brief description of the overall contract.

3rd line support and access to TAC

11. Contact/job title responsible for this contract (Full Contact Details contact name, actual job title, direct contact number and direct email address.

NHS North East Essex CCG – Sam Hepplewhite, Chief Operating Officer (COO),
sam.hepplewhite@nhs.net, 01206 286500

NHS Southend CCG – Melanie Craig, Chief Operating Officer (COO). With regards to contact details, please see note below.

Contact details of COOs – Under section 40(2) of the Freedom of Information Act 2000, a public authority does not have to provide information where that information is considered personal information under the Data Protection Act 1998. We believe that the direct contact details you have requested falls into this category, and therefore will not be supplying this as a result.

Guidance states that personal information can be released where it is deemed the staff member in question is either public facing or senior/decision making, however, it also states that this should only be done where “the legitimate interest can only be met, or fully met, by the disclosure of information which identifies individuals”. The CCG feels that the legitimate interests of this request can also be fulfilled by

Essex Commissioning Support is part of NHS Central Eastern Commissioning Support Unit.

providing the generic contact details of the organisation. These are available on each CCGs respective website.