



Dear Requestor

RE: Freedom of Information Request

With reference to your request for information I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information that you have requested. A response to each part of your request is below.

In the request you asked:

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.

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)  
The CCG receives it's telephony support from the Nottinghamshire Health Informatics Service, part of Sherwood Forest Hospitals NHS Trust.
2. Existing Supplier: If there is more than one supplier please split each contract up individually.  
Charterhouse Voice and Data
3. Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider  
19/20 - £42,399.40 – Cost for previous Mitel contract.  
20/21 - £54,197.00 – Cost for Charterhouse Voice and Data contract.  
21/22 - £54,197.00 – Cost for Charterhouse Voice and Data contract.
4. Hardware Brand: The primary hardware brand of the organisation's telephone system.  
Mitel
5. Number of telephone users:  
Circa 1500 within the CCG and its GP Practices.
6. Contract Duration: please include any extension periods.  
Annual rolling
7. Contract Expiry Date: Please provide me with the day/month/year.  
31 March.
8. Contract Review Date: Please provide me with the day/month/year.  
31 March.
9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.  
VOIP

10. Telephone System Type: PBX, VOIP, Lync etc  
VOIP
11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.  
Telephony provision 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.  
As part of the NHS IT provision.
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.  
Liam Starr, Network and Telecoms Manager  
[liam.starr@notts-his.nhs.uk](mailto:liam.starr@notts-his.nhs.uk)  
01623 622515

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.

Not applicable.

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 within the organisation responsible for that particular contract.

Please see above.

If the maintenance for telephone systems is maintained in-house, please can you provide me with:

1. Number of telephone Users:  
Not applicable.
2. Hardware Brand: The primary hardware brand of the organisation's telephone system.  
Not applicable.
3. 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.
4. Contact Detail: Of the person from with the organisation responsible for telephone maintenance full Contact details including full name, job title, direct contact number and direct email address.  
Not applicable.
5. Also, if the contract is due to expire please provide me with the likely outcome of the expiring contract.  
Not due to expire.
6. 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.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Clinical Commissioning Group have an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Associate Director of Governance via [lucy.branson@nhs.net](mailto:lucy.branson@nhs.net) or by writing to NHS Nottingham and Nottinghamshire CCG, 1 Standard Court, Park Row, Nottingham, NG1 6GN.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether the organisation has complied with its obligations under the Act, and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire Clinical Commissioning Group. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>

Complaints to the Information Commissioner's Office should be sent to: FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
Telephone 0303 123 1113 or report a concern: <https://ico.org.uk/concerns/>

Yours sincerely

Freedom of Information Officer on behalf of *NHS Nottingham and Nottinghamshire Clinical Commissioning Group*.

[notts.foi@nhs.net](mailto:notts.foi@nhs.net)

*All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Clinical Commissioning Group. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via [notts.foi@nhs.net](mailto:notts.foi@nhs.net). All requests for re-use will be responded to within 20 working days of receipt.*