Dear

Freedom of Information Request – DGS 151

Thank you for your recent request for information made under the Freedom of Information Act 2000, which was received by NHS Dartford Gravesham and Swanley Clinical Commissioning Group (CCG) on 23 November 2018. The information you have requested is listed below together with the response:

1. **Contract Type: Maintenance, Managed, Shared (If so please state orgs)**

   The contract is managed by North East London Commissioning Support Unit

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

   North East London Commissioning Support Unit

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**

   This is provided as part of a managed service bundle and the cost is not separated out.

4. **Hardware Brand: The primary hardware brand of the organisation’s telephone system.**

   Astra/Mitel

5. **Number of telephone users:**

   180

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

   5 years with an option to extend for a further 5 years.
7. Contract Expiry Date: Please provide me with the day/month/year.
   31 March 2022

8. Contract Review Date: Please provide me with the day/month/year.
   N/a

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

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.
    This is provided as part of a managed service bundle, cost is not separated out.

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.
    NHS Lead Provider Framework

13. 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.
    Procured as part of a larger IT managed service bundle. There is no single person with responsibility for ‘telephony contracts’ specifically.

We hope that this has dealt with your request for information however, should you remain dissatisfied, you have the right to request that we conduct an internal review of your request. If you would like us to conduct such a review please contact us within two months of this letter using the contact details below:

   E-mail: swccg.northkent.foi@nhs.net

   Post: FOI, NHS Dartford Gravesham and Swanley Clinical Commissioning Group, 2nd Floor, Gravesham Civic Centre, Windmill Street, Gravesend, Kent DA12 1AU.

   Your request for an internal review will then be processed in accordance with our Freedom of Information Policy, a copy of which can be found on our website:

   www.dartfordgraveshamswanleyccg.nhs.uk
If you are still dissatisfied following the internal review, you have the right under Section 50 of the Freedom of Information Act 2000 to appeal against the decision by contacting the Information Commissioner. The Information Commissioner provides full and detailed guidance on the Freedom of Information Act, and on when and how to complain.

Please find below the link to their website page and their helpline number.
https://ico.org.uk/for-the-public/official-information/
Helpline number: 0303 123 1113

In line with the Information Commissioner’s directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. An anonymised version of our response will therefore be posted on our website.

Please remember to quote the reference number above in any future communications.