



Liverpool

Clinical Commissioning Group

Corporate Services

NHS Liverpool Clinical Commissioning Group

The Department

Lewis's Building

2 Renshaw Street

Liverpool

L1 2SA

Ref: 59770

3rd July 2019

Email:

Email: foi@liverpoolccg.nhs.uk

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 24th June 2019, with regards to hardware and software maintenance and support.

Request / Response:

- Contract Type:** Maintenance, Managed, Shared (If so please state orgs)
Response: Shared Mersey Care NHS Foundation Trust, Southport & Formby Clinical Commissioning Group, South Sefton Clinical Commissioning Group, Liverpool Clinical Commissioning Group and iMerseyside
- Existing Supplier:** If there is more than one supplier please split each contract up individually
Response: BT
- Annual Average Spend:** The annual average spend for this contract and please provide the average spend over the past 3 years for each provider
Response: Avg. Spend = £90K
- Hardware Brand:** The primary hardware brand of the organisation's telephone system.
Response: Disclosure of brand lowers the security of the system so we are unwilling to do so. Please see notice below.
- Number of telephone users:
Response: 10,000

6. **Contract Duration:** please include any extension periods
Response: 3 years
7. **Contract Expiry Date:** Please provide me with the day/month/year
Response: 31/03/2020
8. **Contract Review Date:** Please provide me with the day/month/year
Response: 01/01/2020
9. **Application(s) running on PBX/VOIP systems:** Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager. Telephone System Type: PBX, VOIP, Lync etc
Response: VOIP, contact centre
10. **Contract Description:** Please provide me with a brief description of the overall service provided under this contract
Response: Support, maintenance and faulty hardware replacement.
11. **Go to Market:** How were these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.
Response: Crown Commercial Services framework agreement
12. **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.
Response:

**Lawrence McBride
Head of Voice and Data Networks
NHS Informatics Merseyside
Saturn House
Knowsley Business Park
Liverpool.
L34 9GJ**

Telephone: 0151 296 7668
13. 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?
Response: N/A
14. 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.
Response: N/A

Exemption Notice:

Unfortunately, we are unable to provide a response to question 4. We do hold the information, but a qualified exemption applies and in the public interest it has been decided not to provide the information you have requested.

A qualified exemption has been applied as follows:

Section 31 – Prevention or detection of crime. NHS Liverpool CCG has applied Section 31 of the FOI Act to this request as providing the information you have requested could compromise the security of the NHS network / NHS data. This exemption is subject to the public interest test and we have taken account the public interest in transparency and in understanding how NHS digital systems function and what investment is made in NHS systems. However, I can advise that NHS Liverpool CCG have assessed that there are significant factors in favour of withholding the information that outweigh those in favour of publication.

Disclosing the details of our hardware brand of the organisation's telephone system would help an attacker to establish the size and particulars of our network including known or unknown vulnerabilities of the software and hardware used on the network including the likely defences utilised for that arrangement. Similarly, investment levels particularly in server software would also provide insight into the type of deployment utilised. This scenario could provide attackers with a valuable insight into NHS Liverpool CCG's level of resilience, thereby facilitating the commissioning or concealment of crime in relation to fraud, data protection, terrorism etc. As such, it is not in public interest to provide this information.

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

Corporate Services Team
NHS Liverpool CCG