

Our Ref: 67022

21 July 2020

southseftonccg.foi@nhs.net

NHS South Sefton CCG

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Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding Communications & Services within NHS South Sefton CCG.

Request/[Response](#):

1. Please confirm the manufacturer of your telephony system(s) that are currently in place?

[Cisco](#)

2. When was the installation date of your telephony equipment?

[2018](#)

3. Who maintains your telephony system(s)?

[NHS Informatics Merseyside](#)

4. Please confirm value of the initial project and value of annual support/maintenance services (in £)?

[Annual cost £8,000](#)

[Initial cost £26,000](#)

5. Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?

[Yes](#)

6. When is your contract renewal date?

[2023](#)

7. Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Teams/Cisco/Avaya/Mitel? If yes, what tools are you currently using?

Microsoft Skype for Business

8. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?
9. When was the installation date of your contact centre infrastructure?
10. Who maintains your contact centre system(s)?
11. Please confirm value of the initial project and value of annual support/maintenance services (in £)?
12. How many contact centre employees/agents do you have?
13. Do agents work from home? Or just your offices?
14. When is your contract renewal date?
15. Do you use a CRM in the contact centre? What platform is used?
16. Do you use a knowledge base / knowledge management platform? What platform is used?

Questions 8-16 – Not applicable

17. Who currently provides your calls and lines?

O2

18. What is your current annual spend on calls and lines?

£800

19. When is your contract renewal date?

April 2022

20. Who provides your wide area network? How many sites are connected?

NHS Informatics Merseyside

21. How many employees do you have overall within your organisation?

154 staff across both NHS South Sefton CCG and NHS Southport and Formby CCG.

22. Can you provide contact details for your procurement lead / category manager for these services?

Alan Richmond is the IT Service Delivery Manager and Paul Shillcock is the IT account Manager – Both work for Informatics Merseyside, and can be contacted via email - alan.richmond@imerseyside.nhs.uk / paul.shillcock@imerseyside.nhs.uk

23. Can you provide names and contact details for the following people within your organisation?

- CIO / IT Director
Martin McDowell (Chief Finance Officer) martin.mcdowell@southseftonccg.nhs.uk
- Head of IT
Not applicable
- Head of Digital Transformation
Not applicable
- Head of Customer services
Not applicable