

Reference: FOI 2021037

Subject: Telephony System(s)

*I can confirm that the CCG **does hold some of the information** requested; please see responses below:*

QUESTION	RESPONSE
<p>1. Please confirm the manufacturer of your telephony system(s) that are currently in place?</p> <p>a) When was the installation date of your telephony equipment?</p> <p>b) Who maintains your telephony system(s)?</p> <p>c) Please confirm value of the initial project and value of annual support/maintenance services (in £)?</p> <p>d) Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?</p> <p>e) When is your contract renewal date?</p> <p>f) 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?</p>	<p>a) Pre 2015 (pre South, Central and West Commissioning Support Unit (CSU))</p> <p>b) Daisy Communications & Vodafone</p> <p>c) Maintenance value is £7,210.66 for 6 months. There is no information available on the initial project costs as this was pre CSU</p> <p>d) No, internal resources undertake this activity</p> <p>e) January 2021</p> <p>f) Yes NHSmail provided Teams, Skype for Business and Cisco Webex</p>
<p>2. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?</p> <p>a) When was the installation date of your contact centre infrastructure?</p> <p>b) Who maintains your contact centre system(s)?</p>	<p>a) Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG CCG) does not have a contact centre</p> <p>b) N/A</p> <p>c) N/A</p>

<ul style="list-style-type: none"> c) Please confirm value of the initial project and value of annual support/maintenance services (in £)? d) How many contact centre employees/agents do you have? e) Do agents work from home? Or just your offices? f) When is your contract renewal date? g) Do you use a CRM in the contact centre? What platform is used? h) Do you use a knowledge base / knowledge management platform? What platform is used? 	<ul style="list-style-type: none"> d) N/A e) N/A f) N/A g) N/A h) N/A
<ul style="list-style-type: none"> 3. Who currently provides your calls and lines? <ul style="list-style-type: none"> a) What is your current annual spend on calls and lines? b) When is your contract renewal date? c) Who provides your wide area network? How many sites are connected? 	<p>Vodafone</p> <ul style="list-style-type: none"> a) shared contract with all parties in the facility £1800.00pa b) June 2020 ISDN 30 lines are being ceased c) the WAN is provided by the CSU (Private MPLS) and BT (N3 – about to be ceased)
<ul style="list-style-type: none"> 4. How many employees do you have overall within your organisation? <ul style="list-style-type: none"> a) Can you provide contact details for your procurement lead / category manager for these services? b) Can you provide names and contact details for the following people within your organisation? <ul style="list-style-type: none"> i. CIO / IT Director ii. Head of IT iii. Head of Digital Transformation iv. Head of Customer services 	<p>The CCG has 473 employees as at 31st March 2020</p> <ul style="list-style-type: none"> i. Deborah El-Sayed – Director of Transformation deborah.el-sayed@nhs.net ii. Jane Schofield – Digital Business Partner jane.schofield@nhs.net iii. Deborah El-Sayed – Director of Transformation deborah.el-sayed@nhs.net iv. Vicky Daniell - Customer Services Manager Vicky.daniell@nhs.net

The information provided in this response is accurate as of 8th July 2020 and has been approved for release by Sarah Truelove, Deputy Chief Executive / Chief Finance Officer for NHS Bristol, North Somerset and South Gloucestershire CCG.