

Reference: FOI 35864 NEHF 99M

Subject: Communications and Services

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

QUESTION	RESPONSE
1. Please confirm the manufacturer of your telephony system(s) that are currently in place?	Maintel
2. When was the installation date of your telephony equipment?	The formation of the CCG April 2013
3. Who maintains your telephony system(s)?	MAINTEL provide the third party support element, but SCWCSU provide the day to day operational support for the phone system. SCWCSU are the CCG's IT support provider
4. Please confirm value of the initial project and value of annual support/maintenance services (in £)?	It's not done per site/CCG, the contract with the third party (MAINTEL) is across the entire estate which incorporates many different CCG's across different regions in the south. The latest contract value with our third party provider was £44k and SCWCSU are renewing with MAINTEL for continued third party support and hardware maintenance.

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?	The MAINTTEL contract was renewed April 2019 for a year + an optional 2 nd year (which has been taken up)
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?	For North East Hampshire and Farnham CCG, we use Teams and Skype.
8. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?	Not applicable
9. When was the installation date of your contact centre infrastructure?	Not applicable
10. Who maintains your contact centre system(s)?	Not applicable
11. Please confirm value of the initial project and value of annual support/maintenance services (in £)?	Not applicable

12. How many contact centre employees/agents do you have?	Not applicable
13. Do agents work from home? Or just your offices?	Not applicable
14. When is your contract renewal date?	Not applicable
15. Do you use a CRM in the contact centre? What platform is used?	Not applicable
16. Do you use a knowledge base / knowledge management platform? What platform is used?	Not applicable
17. Who currently provides your calls and lines?	BT
18. What is your current annual spend on calls and lines?	The CCG does not hold this information. This would be part of the contract provided by the SCWCSU. We are not invoiced separately for calls and lines.

19. When is your contract renewal date?	Rolling ISDN30
20. Who provides your wide area network? How many sites are connected?	MPLS – Virgin Media Business. 35 Sites connected over the South of England which cover a number of CCG and not just limited to North East Hampshire and Farnham.
21. How many employees do you have overall within your organisation?	As at June 2020 the CCG currently employs 80 people
22. Can you provide contact details for your procurement lead / category manager for these services?	SCW CSU scwcsu.justaskprocurement@nhs.net
Can you provide names and contact details for the following people within your organisation?	
23. CIO / IT Director	The CCG does not have any of the job roles listed.
24. Head of IT	

25. Head of Digital Transformation	The CCG does not have any of the job roles listed.
26. Head of Customer services	

The information provided in this response is accurate as of 15 July 2020, and has been authorised for release by NHS North East Hampshire & Farnham CCG.