

22 July 2020

Dear Mr Leonard,

Freedom of Information request
North West London CCGs (Ref: CCG/14539-14546)

Thank you for your Freedom of Information request made to the North West London CCGs (NHS Brent CCG, NHS Central London CCG, NHS Ealing CCG, NHS Hammersmith & Fulham CCG, NHS Harrow CCG, NHS Hillingdon CCG, NHS Hounslow CCG, and NHS West London CCG).

The eight CCGs work together collaboratively and have shared functions that operate across the eight; Information Technology and Telephony being one of those teams. This is a joint response on behalf of the eight CCGs.

You requested the following information:

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

When was the installation date of your telephony equipment?

Who maintains your telephony system(s)?

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

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

When is your contract renewal date?

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?

Please confirm the manufacturer of your Contact centre system(s) that are currently in place?

When was the installation date of your contact centre infrastructure?

Who maintains your contact centre system(s)?

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

How many contact centre employees/agents do you have?

Do agents work from home? Or just your offices?

When is your contract renewal date?



*Do you use a CRM in the contact centre? What platform is used?
Do you use a knowledge base / knowledge management platform? What platform is used?*

*Who currently provides your calls and lines?
What is your current annual spend on calls and lines?
When is your contract renewal date?
Who provides your wide area network? How many sites are connected?*

*How many employees do you have overall within your organisation?
Can you provide contact details for your procurement lead / category manager for these services?
Can you provide names and contact details for the following people within your organisation?
CIO / IT Director
Head of IT
Head of Digital Transformation
Head of Customer services*

Our response to your request is:

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?
Unknown. The CCGs inherited the Primary Care Trusts' telephony system in 2013.

3) Who maintains your telephony system(s)?
In house maintenance by IT department.

4) Please confirm value of the initial project and value of annual support/maintenance services (in £)?
No annual support/maintenance as in house, software assurance is circa £40,000 per annum.

5) Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?
No, moves and changes are completed by an in house IT team.

6) When is your contract renewal date?
For SWSS (software assurance) October 2020.

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?
Cisco softphones and MS Teams have been deployed as part of Covid19 response (softphones in house and Teams by central NHS through NHSmail).

8) Please confirm the manufacturer of your Contact centre system(s) that are currently in place?

Cisco.

9) When was the installation date of your contact centre infrastructure?

Circa 2009.

10) Who maintains your contact centre system(s)?

This is managed by the in house IT Team.

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

No cost as maintained in house, software assurance included in £40,000 listed above.

12) How many contact centre employees/agents do you have?

Licensed for 40 agents, 13 currently employed (SD).

13) Do agents work from home? Or just your offices?

Currently a mixture, mainly at home at the moment.

14) When is your contract renewal date?

15) Do you use a CRM in the contact centre? What platform is used?

Ivanti (formerly known as LanDesk).

16) Do you use a knowledge base / knowledge management platform? What platform is used?

Yes, Ivanti (formerly known as LanDesk).

17) Who currently provides your calls and lines?

G3 comms covers the Marylebone Road office site. BT provides for all other office sites.

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

Cost for 2019/2020 is currently being calculated by each CCGs' finance team and will be provided as soon as possible.

19) When is your contract renewal date?

Rolling.

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

Exponetial E over nine sites.

21) Can you provide contact details for your procurement lead / category manager for these services?

Procure via NHS frameworks.

22) Can you provide names and contact details for the following people within your organisation?

CIO / IT Director

Kevin Jarrold, Chief Information Officer, Imperial College Healthcare NHS Trust (the North West London CCGs IT function is hosted by the Trust).

Head of IT

Dave Thomas, Deputy Director, ICT

Head of Digital Transformation

Dominic Brown

Head of Customer services

Ruhani Chowdhury

If you are dissatisfied with our response you can request an internal review of your response by emailing nwlccgs.ccg.foi@nhs.net. The outcome will be reported back to you. Where you feel your request has still not been dealt with properly, you can appeal to the Information Commissioner by writing to: *The Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.*

Further information on the Freedom of Information Act is available at:
<http://www.ico.org.uk>.

Yours sincerely,

North West London Collaboration of CCGs' Freedom of Information Team