

22 April 2021

Dear Mr Leonard,

Freedom of Information request
North West London CCGs (Ref: CCG/15940-15947)

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).

On the 1 April 2021 the eight CCGs merged to form a single CCG called the North West London CCG. Prior to this, the eight CCGs worked together collaboratively and shared senior management and functions. The ICT function being one. This is a joint response.

Your request and our response is –

Telephony and UC/ Collaboration

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

Cisco

When was the installation date of your telephony equipment?

Installed over numerous years since around 2010, as PCTs\CCGs merged with various upgrades since.

When is your contract renewal date?

No contract in place.

Who maintains your telephony system(s)?

In house IT team.

Please confirm the value of the initial project

Unknown.

Please confirm the total ongoing annual spend on telephony

£60k software assurance.

Please confirm the annual support cost for your telephony system

In house support.

Do you use Unified Communications or Collaboration tools, if so which ones?

Cisco Contact Centre, softphones, voicemail.

Contact Centre

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

Cisco

When was the installation date of your contact centre infrastructure?

Originally around 2010 with various upgrades since (within previous NHS organisations that have ceased to operate).

When is your contract renewal date?

No contract in place.

Who maintains your contact centre system(s)

In-house IT team.

Please confirm value of the initial project?

Unknown.

Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre included in above answer for Telephony/UC software assurance

How many contact centre agents do you have?

40

Do agents work from home? Or just your offices?

Both

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

Ivanti.

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

Ivanti.

Connectivity and Network Services

Who provides your WAN and internet connectivity and the annual spend on each

Expo E.

Have you , or do you plan to deploy SD Wan services

No.

Have you got SIP trunks, if so who from and confirm annual spend

No.

Please confirm who provides your LAN, WIFI and Security infrastructure

Cisco.

Please confirm your annual spend on each

£20k hardware support.

Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management

Cisco and no.

Organisation

How many employees do you have overall within your organisation?

The number of employees is declared in the CCGs' annual reports which are published on their individual websites –

www.brentccg.nhs.uk

www.centallondonccg.nhs.uk
www.ealingccg.nhs.uk
www.hammersmithfulhamccg.nhs.uk
www.harrowccg.nhs.uk
www.hillingdonccg.nhs.uk
www.hounslowccg.nhs.uk
www.westlondonccg.nhs.uk

2020/2021 annual reports will be published in the summer.

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

David Thomas, Deputy Director of ICT, North West London CCG. Can be contacted on nhsnwlccg.comms@nhs.net.

If you are dissatisfied with our response you can request an internal review of your response by emailing nhsnwlccg.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,

Freedom of Information Team