

Reference: FOI 35866 GLO 11M

Subject: Communications and Services

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

| QUESTION | RESPONSE |
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| 1. Please confirm the manufacturer of your telephony system(s) that are currently in place? | <p>NHS Gloucestershire CCG does not hold this information.</p> <p>This is service is provided by Gloucestershire Health and Care NHS Foundation Trust (GHC) and we therefore suggest you contact them directly on the link provided.</p> |
| 2. When was the installation date of your telephony equipment? | |
| 3. Who maintains your telephony system(s)? | |
| 4. Please confirm value of the initial project and value of annual support/maintenance services (in £)? | |
| 5. Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes? | |
| 6. When is your contract renewal date? | |
| 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? | Teams |

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| <p>8. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?</p> | <p>See Question 1.</p> |
| <p>9. When was the installation date of your contact centre infrastructure?</p> | |
| <p>10. Who maintains your contact centre system(s)?</p> | |
| <p>11. Please confirm value of the initial project and value of annual support/maintenance services (in £)?</p> | |
| <p>12. How many contact centre employees/agents do you have?</p> | |
| <p>13. Do agents work from home? Or just your offices?</p> | <p>Home (due to Covid) and Office</p> |
| <p>14. When is your contract renewal date?</p> | <p>See Question 1</p> |
| <p>15. Do you use a CRM in the contact centre? What platform is used?</p> | |
| <p>16. Do you use a knowledge base / knowledge management platform? What platform is used?</p> | |
| <p>17. Who currently provides your calls and lines?</p> | |
| <p>18. What is your current annual spend on calls and lines?</p> | <p>19/20 Telecoms-Phone Rental and Calls £80,800.43</p> |
| <p>19. When is your contract renewal date?</p> | <p>See Question 1</p> |

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| 20. Who provides your wide area network? How many sites are connected? | See Question 1 |
| 21. How many employees do you have overall within your organisation? | As at June 2020 – 395 employees |
| 22. Can you provide contact details for your procurement lead / category manager for these services? | scwcsu.justaskprocurement@nhs.net |
| Can you provide names and contact details for the following people within your organisation? | |
| <ul style="list-style-type: none"> • CIO / IT Director | Chief Finance Officer. Please send any correspondence to GLCCG.enquiries@nhs.net , and address it to the Chief Finance Officer. It will be forwarded to the appropriate person.. |
| <ul style="list-style-type: none"> • Head of IT | Please send any correspondence to GLCCG.enquiries@nhs.net , and address it to the Head of IT. It will be forwarded to the appropriate person. |
| <ul style="list-style-type: none"> • Head of Digital Transformation | Please send any correspondence to GLCCG.enquiries@nhs.net , and address it to the Head of Digital Transformation. It will be forwarded to the appropriate person. |
| <ul style="list-style-type: none"> • Head of Customer services | Not applicable |

The information provided in this response is accurate as of 16 July 2020 and has been authorised for release by Cath Leech, Chief Finance Officer for NHS Gloucestershire CCG.