



**Liverpool**

**Clinical Commissioning Group**

Corporate Services

Level 4

The Department

Lewis's Building

2 Renshaw Street

Liverpool

L1 2SA

Ref: 67027

Email: [foi@liverpoolccg.nhs.uk](mailto:foi@liverpoolccg.nhs.uk)

9 July 2020

Dear

**Re: Freedom of Information Request**

Thank you for your Freedom of Information request received on 24 June 2020 with regards to Communications and Services.

**Request/Response:**

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

**Cisco and Mitel**

2. When was the installation date of your telephony equipment?

**Cisco 2004, Mitel 2009**

3. Who maintains your telephony system(s)?

**NHS Informatics Merseyside**

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

**Cisco initial cost: unknown**

**Cisco support: £20,000**

**Mitel initial cost: £700,000**

**Mitel support: £63,000**

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?

**Cisco: March 2021**  
**Mitel: March 2023**

7. Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Teams/Cisco/Avaya/Mitel?

**Yes.**

If yes, what tools are you currently using?

**We do not disclose product information as this information can make it easier for adversaries to probe infrastructure for vulnerabilities.**

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

**Cisco and Mitel**

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

**2004 and 2019**

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

**NHS Informatics Merseyside**

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

**Cisco: cost unknown.**

**Mitel: £700,000.**

**Support is part of a multi-year contract with NHS Informatics Merseyside as a partner in a shared services model.**

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

**Over 100**

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

**Both**

14. When is your contract renewal date?

**Cisco: March 2021**  
**Mitel: March 2023**

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

**No**

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

**No.**

17. Who currently provides your calls and lines?

**Telefonica**

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

**£27,000**

19. When is your contract renewal date?

**March 2023**

20. Who provides your wide area network?

**Virgin Media Business.**

How many sites are connected?

**120 sites.**

21. How many employees do you have overall within your organisation?

**167**

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

**Valerie Attwood: [Valerie.Attwood@liverpoolccg.nhs.uk](mailto:Valerie.Attwood@liverpoolccg.nhs.uk)**

23. Can you provide names and contact details for the following people within your organisation?

24. CIO:

**Dr Maurice Smith: [Maurice.smith@livgp.nhs.uk](mailto:Maurice.smith@livgp.nhs.uk)**

25 Head of IT:

**Colette Morris: [Colette.Morris@liverpoolccg.nhs.uk](mailto:Colette.Morris@liverpoolccg.nhs.uk)**

25. Head of Digital Transformation.

**Mr Dave Horsfield: [dave.horsfield@liverpoolccg.nhs.uk](mailto:dave.horsfield@liverpoolccg.nhs.uk)**

26. Head of Customer services

**Mr Stephen Hendry [Stephen.hendry@liverpoolccg.nhs.uk](mailto:Stephen.hendry@liverpoolccg.nhs.uk)**

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
[www.ico.gov.uk](http://www.ico.gov.uk)

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely

Corporate Services Team  
NHS Liverpool CCG