

Our Ref: 67753

18 June 2021

southseftonccg.foi@nhs.net

NHS South Sefton CCG

Magdalen House

Trinity Road

Bootle

Merseyside

L20 3NJ

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Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding Telephone Maintenance within NHS South Sefton CCG.

Request/Response:

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)

[Maintenance and support for Cisco via BT](#)

2. Existing Supplier: If there is more than one supplier please split each contract up individually.

[Operational management by NHS Informatics Merseyside](#)

3. Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider

[BT - £2,700](#)

[NHS Informatics Merseyside – £4,500](#)

4. Hardware Brand: The primary hardware brand of the organisation's telephone system.

[Cisco](#)

5. Number of telephone users:

[300](#)

6. Contract Duration: please include any extension periods.

[3 years](#)

7. Contract Expiry Date: Please provide me with the day/month/year.

26/06/2021

8. Contract Review Date: Please provide me with the day/month/year.

31/03/2021

9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.

None

10. Telephone System Type: PBX, VOIP, Lync etc.

VOIP

11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.

Support and maintenance, fault resolution for major issues, hardware replacement under fault conditions.

12. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.

Tendered on CSS Framework

13. Contact Detail: Of the person from within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

NHS Informatics Merseyside

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Email: Lawrence.Mcbride@imerseyside.nhs.uk

If the service support area has more than one provider for telephone maintenance, then can you please split each contract up individually for each provider.

If the contract is a managed service or is a contract that provides more than just telephone maintenance please can you send me all of the information specified above including the person from within the organisation responsible for that particular contract.

If the maintenance for telephone systems is maintained in-house, please can you provide me with:

1. Number of telephone Users:
2. Hardware Brand: The primary hardware brand of the organisation's telephone system.
3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
4. Contact Detail: Of the person from with the organisation responsible for telephone



South Sefton Clinical Commissioning Group

maintenance full Contact details including full name, job title, direct contact number and direct email address.

Also, if the contract is due to expire please provide me with the likely outcome of the expiring contract.

If this is a new contract or a new supplier please can you provide me with a short list of suppliers that bid on this service/support contract?

N/A - maintenance for telephone systems is not maintained in-house.