Reference Number:	FOI202122377
From:	Private Individual
Date:	29 November 2021
Subject:	Telephony, Connectivity & Network services and contract details (IT)

Q1 Telephony and UC/ Collaboration

    a. Please confirm the manufacturer of your telephony system(s) that are currently in place When was the installation date of your telephony equipment?

    b. When is your contract renewal date?

    c. Who maintains your telephony system(s)?

    d. Please confirm the value of the initial project Please confirm the total ongoing annual spend on telephony Please confirm the annual support cost for your telephony system Do you use Unified Communications or Collaboration tools , if so which ones?

A1

    a. Avaya – Installed 2015

    b. 30/03/2022

    c. Intercity/Charter House

    d. Information not held - Initial installation costs were part of a wider managed contract and are not available as a separate line item. Annual system maintenance is £147,633. Additional Unified Communications tools are in use on MS Teams.

Q2 Contact Centre

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

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

    c. When is your contract renewal date?

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

    e. Please confirm value of the initial project?

    f. Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre

    g. How many contact centre agents do you have?

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

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

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

A2 Information not held – the Trust does not have a contact centre

Q3 Connectivity and Network Services

    a. Who provides your WAN and internet connectivity and the annual spend on each Have you , or do you plan to deploy SD Wan services Have you got SIP trunks, if so who from and confirm annual spend Please confirm who provides your LAN, WIFI and Security infrastructure Please confirm your annual spend on each Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management

A3 WAN – Virgin Media, £126,000

Internet – Intercity, cost included as part of network managed service
Information not held - No SD WAN Technology in use.
SIP – Gamma, £32,000
LAN Maintenance – Intercity Technology, £220,000
Juniper networking and firewalls in use.
No Cloud based Security in place at present.

Q4   Organisation
     a. How many employees do you have overall within your organisation?
     b. Can you provide contact details for your procurement lead / category manager for these services?
     c. 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

A4   a. The Trust employs a workforce of 3,996 staff who work across our community and hospital sites and as a teaching and training hospital we provide education and training to around 540 medical and over 500 nursing and allied health professional students each year.
     b. Richard Jolley, Procurement & Contract Manager, Richard.Jolley@alderhey.nhs.uk
     c. • CIO / IT Director – kate.warriner@alderhey.nhs.uk
       • Head of IT – Leanne.fearnehough@alderhey.nhs.uk
       • Head of Digital Transformation – Leila.brown@alderhey.nhs.uk
       • Head of Customer services – Information not held, no such role within the organisation