

Ref: FOI 029

Vespasian House  
Barrack Road  
Dorchester  
Dorset  
DT1 1TG

Tel: 01305 368900  
Fax: 01305 368947  
[www.dorsetccg.nhs.uk](http://www.dorsetccg.nhs.uk)

21<sup>st</sup> July 2020

Dear Requestor

**Request made under the Freedom of Information Act 2000**

On 24<sup>th</sup> June 2020 you sent a request, made under the Freedom of Information Act, relating to communications and services. I now provide this information as an attachment.

I trust that this is the information you require and that your request has been fully discharged.

Any information supplied to you is protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting. Any other re-use, for example commercial publication and subscription charge, would require the permission of the copyright holder.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are unhappy with this response, you are entitled to request an internal review of our decision, handled where possible by a member of staff not directly involved in the initial decision. If you wish to request such a review, please write direct to the Data Protection Officer, NHS Dorset, Ground Floor, West Wing, Vespasian House, Barrack Road, Dorchester DT1 1TG. We aim to deal with requests for internal review within three weeks of receipt, although where the issues involved are very complicated this period may be extended up to a total of six weeks.

If you have queries about this response, please do not hesitate to contact me quoting the above reference number.

Yours sincerely

***Signature Removed***

**Paddy Baker**  
Data Protection Officer  
NHS Dorset Clinical Commissioning Group

**Reference: FOI 029**

**Q1:**

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

**Response:**

Mitel Networks Corp.

**Q2:**

When was the installation date of your telephony equipment?

**Response:**

1<sup>st</sup> Quarter 2017.

**Q3:**

Who maintains your telephony system(s)?

**Response:**

Maintel Ltd.

**Q4:**

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

**Response:**

£103k/£20,713.34

**Q5:**

Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?

**Response:**

These are currently not included in the CCG contract.

**Q6:**

When is your contract renewal date?

**Response:**

June 2021.

**Q7:**

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?

**Response:**

NHS Dorset CCG currently use a mix of Microsoft Teams and Skype.

**Q8:**

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

**Response:**

Mitel Networks Corp.

**Q9:**

When was the installation date of your contact centre infrastructure?

**Response:**

September 2018.

**Q10:**

Who maintains your contact centre system(s)?

**Response:**

Maintel Ltd.

**Q11:**

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

**Response:**

This was procured and included in the annual support and maintenance of the telephony system and as such forms part of the costs identified in Q4.

**Q12:**

How many contact centre employees/agents do you have?

**Response:**

42.

**Q13:**

Do agents work from home? Or just your offices?

**Response:**

Under normal working conditions staff will be office based.

**Q14:**

When is your contract renewal date?

**Response:**

June 2021.

**Q15:**

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

**Response:**

NHS Dorset CCG does not currently use a CRM in our contact centre.

**Q16:**

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

**Response:**

NHS Dorset CCG does not currently use a Knowledge Management system in our contact centre.

**Q17:**

Who currently provides your calls and lines?

**Response:**

British Telecom.

**Q18:**

What is your current annual spend on calls and lines?

**Response:**

£58,717.23.

**Q19:**

When is your contract renewal date?

**Response:**

April 2024.

**Q20:**

Who provides your wide area network? How many sites are connected?

**Response:**

British Telecom, we currently connect 2 sites.

**Q21:**

How many employees do you have overall within your organisation?

**Response:**

NHS Dorset CCG currently has approximately 407 employees.

**Q22:**

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

**Response:**

The Procurement service is provided by the Dorset Procurement Service on behalf of the Dorset CCG and can be contacted at [dps@rbch.nhs.uk](mailto:dps@rbch.nhs.uk).

**Q23:**

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

**Response:**

	Name	Contact Details
CIO / IT Director	Stephen Slough	<a href="mailto:it.communications@dorsetccg.nhs.uk">it.communications@dorsetccg.nhs.uk</a>
Head of IT	Gary Jordan	<a href="mailto:it.communications@dorsetccg.nhs.uk">it.communications@dorsetccg.nhs.uk</a>
Head of Digital Transformation	The CCG Does not have a head of Digital Transformation.	<a href="mailto:it.communications@dorsetccg.nhs.uk">it.communications@dorsetccg.nhs.uk</a>
Head of Customer services	The CCG Does not have a head of Customer Services.	