

Ref. No: 400301121
From: Commercial
Date: 30/11/21
Subject: Communications & Services

REQUEST & RESPONSE

Telephony and UC/ Collaboration

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

CISCO & Microsoft

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

Original installation was in 2006

3. When is your contract renewal date?

31st Dec 2023

4. Who maintains your telephony system(s)?

Mid Mersey Digital Alliance and BT

5. Please confirm the value of the initial project

Data no longer available

6. Please confirm the total ongoing annual spend on telephony

This service is provided by Mid Mersey Digital Alliance. As this is a shared service, we are unable to provide a cost break down specific to St Helens & Knowsley Teaching Hospitals NHS Trust, therefore we are unable to answer this question.

7. Please confirm the annual support cost for your telephony system

This service is provided by Mid Mersey Digital Alliance. As this is a shared service, we are unable to provide a cost break down specific to St Helens & Knowsley Teaching Hospitals NHS Trust, therefore we are unable to answer this question.

8. Do you use Unified Communications or Collaboration tools , if so which ones?

**CISCO Contact Centre
TEAMS**

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

CISCO

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

Original installation was in 2006

11. When is your contract renewal date?

31st December 2023

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

Mid Mersey Digital Alliance Network Team

13. Please confirm value of the initial project.

Data no longer available

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

This service is provided by Mid Mersey Digital Alliance. As this is a shared service, we are unable to provide a cost break down specific to St Helens & Knowsley Teaching Hospitals NHS Trust, therefore we are unable to answer this question.

15. How many contact centre agents do you have?

Licensed for 800 agents

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

Both

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

No

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

No

Connectivity and Network Services

19. Who provides your WAN and internet connectivity and the annual spend on each

These services are provided by Mid Mersey Digital Alliance. As this is a shared service, we are unable to provide a cost break down specific to St Helens & Knowsley Teaching Hospitals NHS Trust, therefore we are unable to answer the spend part of this question.

20. Have you, or do you plan to deploy SD Wan services

No

21. Have you got SIP trunks, if so who from and confirm annual spend

X2 SIP trunks provided by Virgin Media.

This service is provided by Mid Mersey Digital Alliance. As this is a shared service, we are unable to provide a cost break down specific to St Helens & Knowsley Teaching Hospitals NHS Trust, therefore we are unable to fully answer this question.

22. Please confirm who provides your LAN, WIFI and Security infrastructure

CISCO, Sophos, Microsoft, ARMIS

23. Please confirm your annual spend on each

These services are provided by Mid Mersey Digital Alliance. As this is a shared service, we are unable to provide a cost break down specific to St Helens & Knowsley Teaching Hospitals NHS Trust, therefore we are unable to answer this question.

24. Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management

DC switching - CISCO.

Yes, we have deployed cloud based security & treat management

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

6594 as at end of Oct 21

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

IT Procurement manager

chris.mcnamara@sthk.nhs.uk - 0151 430 1600

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

- IT Director

Christine.walters@sthk.nhs.uk - 0151 430 1600

- Head of IT

Eric.phipps@sthk.nhs.uk - 0151 676 5678

- Head of Digital Transformation

Christine.walters@sthk.nhs.uk - 0151 430 1600

- Head of Customer services

Head of Complaints and Legal Services

Tom.Briggs@sthk.nhs.uk - 0151 430 1600