

23 December 2021

Information concerning Telephone System and UC/ Collaboration, Contact Centre System and Connectivity and Network Services

Information Requested	
Telephony and UC/ Collaboration	
Please confirm the manufacturer of your telephony system(s) that are currently in place	* Exemption applied in respect of infrastructure information (see separate document)
When was the installation date of your telephony equipment?	* Exemption applied in respect of infrastructure information (see separate document)
When is your contract renewal date?	* Exemption applied in respect of infrastructure information (see separate document)
Who maintains your telephony system(s)?	* Exemption applied in respect of infrastructure information (see separate document)
Please confirm the value of the initial project	* Exemption applied in respect of infrastructure information (see separate document)
Please confirm the total ongoing annual spend on telephony	* Exemption applied in respect of infrastructure information (see separate document)
Please confirm the annual support cost for your telephony system	* Exemption applied in respect of infrastructure information (see separate document)
Do you use Unified Communications or Collaboration tools, if so which ones?	* Exemption applied in respect of infrastructure information (see separate document)
Contact Centre	
Please confirm the manufacturer of your contact centre system(s) that are currently in place?	* Exemption applied in respect of infrastructure information (see separate document)
When was the installation date of your contact centre infrastructure?	* Exemption applied in respect of infrastructure information (see separate document)
When is your contract renewal date?	* Exemption applied in respect of infrastructure information (see separate document)
Who maintains your contact centre system(s)?	* Exemption applied in respect of infrastructure information (see separate document)

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Please confirm value of the initial project?	* Exemption applied in respect of infrastructure information (see separate document)
Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre	* Exemption applied in respect of infrastructure information (see separate document)
How many contact centre agents do you have?	* Exemption applied in respect of infrastructure information (see separate document)
Do agents work from home? Or just your offices?	* Exemption applied in respect of infrastructure information (see separate document)
Do you use a CRM in the contact centre? What platform is used?	* Exemption applied in respect of infrastructure information (see separate document)
Do you use a knowledge base / knowledge management platform? What platform is used?	* Exemption applied in respect of infrastructure information (see separate document)
Connectivity and Network Services	
Who provides your WAN and internet connectivity and the annual spend on each	* Exemption applied in respect of infrastructure information (see separate document)
Have you , or do you plan to deploy SD Wan services	* Exemption applied in respect of infrastructure information (see separate document)
Have you got SIP trunks, if so who from and confirm annual spend	* Exemption applied in respect of infrastructure information (see separate document)
Please confirm who provides your LAN, WIFI and Security infrastructure	* Exemption applied in respect of infrastructure information (see separate document)
Please confirm your annual spend on each: <ul style="list-style-type: none"> • LAN infrastructure • Wifi infrastructure • Security Infrastructure 	* Exemption applied in respect of infrastructure information (see separate document)
Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management	* Exemption applied in respect of infrastructure information (see separate document)
Organisation	
How many employees do you have overall within your organisation?	Information published on Trust website https://belfasttrust.hscni.net/about/ and also within Trust Annual Reports (also published on website)
Can you provide contact details for your procurement lead / category manager for these services?	ICTContractManager@belfasttrust.hscni.net

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Can you provide names and contact details for the following people within your organisation?	
• CIO / IT Director	Charlene Stoops, Director of Performance, Planning and Informatics
• Head of IT	Jonathan Sims, Co-Director of Digital Services
• Head of Digital Transformation	Charlene Stoops, Director of Performance, Planning and Informatics
• Head of Customer services	No such role within the organisation