

Title: ICT Contracts

Reference Number: RDF1086-22

Date of Response: 19/12/22

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

I wish to submit to the organisation a freedom of information request relating to the organisation's ICT contracts, specifically around:

- *contact centre contract(s)*
- *inbound network services contract (s)*

The first part of my request relates to contact centre service contracts which could relate to one of the following:

- Advanced call distribution to control the flow of calls and maximise customer experience*
- Email, website live chat and integrations with popular social media apps like Facebook and Instagram*
- Performance monitoring tools to track performance, customer satisfaction and other key sales metrics*

This could be part of a whole package or separate service applications.

Please send me the following information for each provider:

- Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.*
- Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier*
- Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.*
- Contract Expiry: For each supplier, please state the date of when the contract expires.*
- Contract Review: For each supplier, please state the date of when the contract will be reviewed.*
- Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.*
- Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. At the very least please provide me with their actual job title.*
- Number of Agents; please provide me with the total number of contact centre agents;*
- Number of Sites; please can you provide me with the number of sites the contact centre covers.*

10. *Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?*
11. *Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?*
12. *Number of email users: Approximate number of email users across the organisations.*

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

- *0800, 0845, 0870, 0844, 0300 number*
- *Routing of calls*
- *Caller Identifier*
- *Caller Profile- linking caller details with caller records*
- *Interactive voice response (IVR)*

For a contract relating to the above please can you provide me with?

13. *Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.*
14. *Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier*
15. *Contract Expiry: For each supplier, please state the date of when the contract expires.*
16. *Contract Review: For each supplier, please state the date of when the contract will be reviewed.*
17. *Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.*
18. *Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.*

Please can you acknowledge my request so that I know that the request is being dealt with. If you have any questions or queries in relation to this request, please send me an email and I will respond accordingly.

Answer: Please see table overleaf.

** The Trust only releases the names of Heads of departments under Section 40 (2) of the Freedom of Information Act 2000.*

ICT contracts: contact centre contract(s) information for each provider

		Eastern Services	Northern Services
1	<i>Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract .</i>	Openscape Contact Centre	Gamma
2	<i>Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier</i>	Unable to provide as part of main PBX contract.	Unable to provide as part of main telecoms contract.
3	<i>Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.</i>	12 months	5 years + 1 + 1
4	<i>Contract Expiry: For each supplier, please state the date of when the contract expires.</i>	12/2023	02/2024
5	<i>Contract Review: For each supplier, please state the date of when the contract will be reviewed .</i>	10/2023	02/2023
6	<i>Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.</i>	Contact Centre	Contact centre provision and maintenance support is part of main contract.
7	<i>Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. At the very least please provide me with their actual job title.</i>	* Francis Gillen, Chief Information Officer	*Phil Milverton, Chief Information Officer
8	<i>Number of Agents; please provide me with the total number of contact centre agents;</i>	80	25
9	<i>Number of Sites; please can you provide me with the number of sites the contact centre covers .</i>	1	1
10	<i>Manufacturer of the contact centre: Who is the manufacturer of the</i>	Unify Openscape Contact Centre	Shoretel

	<i>contact centre system that you operate?</i>		
11	<i>Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?</i>	No. NHSmail	No. NHSmail
12	<i>Number of email users: Approximate number of email users across the organisations.</i>	12,000.	As per Eastern Services
13	<i>Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.</i>	Netcall	Gamma
14	<i>Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier</i>	13,500	Unable to provide as part of main telecoms contract.
15	<i>Contract Expiry: For each supplier, please state the date of when the contract expires.</i>	02/2023	02/2024
16	<i>Contract Review: For each supplier, please state the date of when the contract will be reviewed.</i>	Reviewed	02/2023
17	<i>Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.</i>	Provide IVR for internal and external call routing	As per Eastern Services
18	<i>Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.</i>	*Francis Gillen, Chief Information Officer.	**Phil Milverton, Chief Information Officer