

Date: 28/03/2022

FREEDOM OF INFORMATION REQUEST - Ref: FOI/016100 - Contact centre/call centre contracts, network services

Contract 1 - contact centre/call centre contracts

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract. - Capita
  2. Annual Average Spend: - the annual average (over 3 years) spends for each supplier £83k support spend
  3. Contract Expiry: the date of when the contract expires. - Oct 2022
  4. Contract Review: the date of when the contract will be reviewed. - June 2022
  5. Contract Description: a brief description of the services provided of the overall contract. - Support of the Cisco call manager, Unity, Publisher and contact centre solutions
  6. Contact Details: 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. Sarah Ellis ☐☐IT Operations Director, 01384 456111, [sarah.ellis4@nhs.net](mailto:sarah.ellis4@nhs.net)
  7. Number of Agents; please provide me with the total number of contact centre agents. - 35+
  8. Number of Sites; please can you provide me with the number of sites the contact centre covers. - 4
  9. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate? - Cisco
  10. Busy Periods: Please state the month(s) which the contact centre is at its highest/busiest during the year. This can be based upon the number of calls. Your provider may be able to tell you quicker. E.g., JAN-MAR, APR, JUNE. - Jan
  11. Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use? - No NHS Mail
  12. Number of email users: - Approximate number of email users across the organisations. 5000+
- The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

Please note - All of the Trust's Facilities Management Services which includes telephony are provided by our Private Finance Initiative Partner, Summit Healthcare.

The Trust's contract with Summit Healthcare started on 17th May 2001 and expires after 17th May 2041. More information on The Trust's PFI Partners can be found on the Trust website <http://www.dgft.nhs.uk/aboutus/private-finance-initiative-partners/>

1. 0800, 0845, 0870, 0844, 0300 number
2. Routing of calls
3. Caller Identifier
4. Caller Profile- linking caller details with caller records
5. Interactive voice response (IVR)

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

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
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3. Contract Expiry: the date of when the contract expires.
4. Contract Review: the date of when the contract will be reviewed.
5. Contract Description: a brief description of the services provided of the overall contract.
6. Contact Details: 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