

The Dudley Group NHS Foundation Trust  
Freedom of Information request 016524  
4/1/23

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

1. contact centre contract(s)
2. 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:

1. Advanced call distribution to control the flow of calls and maximise customer experience – This is a statement, therefore, no answer provided.
2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram – We do not use this technology at present
3. Performance monitoring tools to track performance, customer satisfaction and other key sales metrics – It is assumed that performance monitoring is in the context of customer satisfaction for this question – We use emails and direct contact with service users for satisfaction feedback This could be part of a whole package or separate service applications.

Please send me the following information for each provider:

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract. – The Dudley Group are in contract with Virgin Media for network connectivity and Trustmarque for contact centre
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier. – The contract with Virgin Media and Trustmarque include services that stretch beyond the scope of this FOI and cannot be separated out. The information would be commercially sensitive, therefore exemption section 43 (2) Commercial Interests (where Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).
3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions. – The contract that includes support for the Contact centre expires in January 2024 however, the hardware support ends in 2025. The Virgin Media network contract ends in June 2024.
4. Contract Expiry: For each supplier, please state the date of when the contract expires. – as above
5. Contract Review: For each supplier, please state the date of when the contract will be reviewed. – A minimum of 3 months
6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.  
– Contact Centre contracts cover IPT for some acute use but predominantly in community and commercial customers. The contract covers hardware and license support.  
Inbound network – site to site connectivity & HSCN
7. 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.  
Sarah Ellis – IT Operations Director – sarah.ellis9@nhs.net

8. Number of Agents; please provide me with the total number of contact centre agents; - 82 agents

9. Number of Sites; please can you provide me with the number of sites the contact centre covers. - 3

10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate? - Cisco

11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use? - It is imperative that the Trust is cyber resilient, cyber-attacks against infrastructure have the potential to inflict significant, real-life disruption and prevent access to critical services that are vital to the functioning of Trust systems.

The Trust considers this information to be sensitive information and are therefore holding this information under section 31 (1) of the Freedom of Information Act. Information - is exempt if its disclosure under this Act would, or would be likely to, prejudice - (a) the prevention or detection of crime.

12. Number of email users: Approximate number of email users across the organisations. circa 8,000 – not validated

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 a contract relating to the above please can you provide me with? – do not understand the question. - No other contracts in place.

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract. – as above

2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier – as above

3. Contract Expiry: For each supplier, please state the date of when the contract expires. - as above

4. Contract Review: For each supplier, please state the date of when the contract will be reviewed. - as above

5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract. - as above

6. 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. - as above

All of the Trust's Facilities Management Services which includes the switchboard 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/>