

Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

**Ref:** FOI-0120204-000570

**Date:** 5<sup>th</sup> January 2024

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

Thank you for requesting information under the Freedom of Information Act 2000.

**Response**

**1. 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**

*The communications team deal with direct queries and signpost to the relevant area. There is currently no integration for communication.*

*Existing contact centres do not have integration or access to email, live chat or social media apps.*

- **Performance monitoring tools to track performance, customer satisfaction and other key sales metrics.**

*No performance monitoring tools are used to track performance for general communication.*

*Contact centre in operational are able to use track performance such as wait times, average speed of answer, call abandonment rates etc.*

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

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.	Unified Cisco VOIP telephony system – Supplier Trustmarque
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier	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.	Cisco VOIP IPT hardware support contract – 3-year term Cisco VOIP IPT licenses and support contract – 1 year term
4. Contract Expiry: For each supplier, please state the date of when the contract expires.	Cisco VOIP IPT hardware support contract – 30/09/25 expiry date Cisco VOIP IPT licenses and support contract - 09/01/25 expiry date
5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.	Contracts are reviewed 3-6 months ahead of expiry date dependent on contract value.
6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.	Cisco VOIP IPT hardware contract – support for IPT servers and hardware. Cisco VOIP IPT licenses and support contract – contact centre and agent licenses and support.
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.	<p>Contract Management: IT Business Support Manager Senior Contracts Manager</p> <p>To see Board of Directors structure please go to the Trust website Board structure - The Dudley Group NHS Foundation Trust (<a href="http://dgft.nhs.uk">dgft.nhs.uk</a>) this will list the areas each Director covers. <a href="http://dgft.nhs.uk">Board structure - The Dudley Group NHS Foundation Trust (dgft.nhs.uk)</a></p> <p>The release of email addresses could potentially expose the Trust to spam/phishing attacks and therefore comprise the Trusts network. In view of this we feel this information is exempt for release under section 31 (1) (a) of the Freedom of Information Act as the disclosure of the information would be likely prejudice the prevention or detection of crime.</p> <p>Address for the Trust is:-</p> <p>The Dudley Group NHS Foundation Trust Russells Hall Hospital Pensnett Road Dudley DY1 2HQ</p> <p>Switchboard – 01384 456111</p>
8. Number of Agents; please provide me with the total number of contact centre agents;	74 Standard Agent licenses (concurrent) 12 Premium Agent licenses (concurrent) 173 Configured Agents
9. Number of Sites; please can you provide me with the number of sites the contact centre covers.	11 Individual contact centres over 5 sites
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?	Office 365

12. Number of email users: Approximate number of email users across the organisations.	The Dudley Group has Circa 6,000 staff members, all of which will have been issued an email account.
--	--

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

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?**

1. 0800, 0845, 0870, 0844, 0300 number	<p>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.</p> <p><a href="https://www.dgft.nhs.uk">Private Finance Initiative partners - The Dudley Group NHS Foundation Trust (dgft.nhs.uk)</a></p>
2. Routing of calls	
3. Caller Identifier	
4. Caller Profile- linking caller details with caller records	
5. Interactive voice response (IVR)	

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract	<p>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.</p> <p><a href="https://www.dgft.nhs.uk">Private Finance Initiative partners - The Dudley Group NHS Foundation Trust (dgft.nhs.uk)</a></p>
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier	
3. Contract Expiry: For each supplier, please state the date of when the contract expires.	
4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.	
5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.	
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.	

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager  
Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ  
Email: [dgft.dpo@nhs.net](mailto:dgft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team**  
**The Dudley Group NHS Foundation Trust**