

Our Ref: 91/2023
JANUARY 2023

Re: Your request made under the Freedom of Information Act 2000

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
2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram
3. 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:

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract. **ATOS**
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier **Unable to determine a figure as the Contact Centres are part of a suite of telephony tools included in annual maintenance charges.**
3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions. **3+2+2**
4. Contract Expiry: For each supplier, please state the date of when the contract expires. **April 2024.**
5. Contract Review: For each supplier, please state the date of when the contract will be reviewed. **Contracts are being reviewed as part of a Communications Systems Project – this is anticipated to be completed by March 2026.**
6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract. **Contact Centres are provided to assist patient appointment calls**
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. **IT Contracts and Purchasing Manager**
8. Number of Agents; please provide me with the total number of contact centre agents; **74**
9. Number of Sites; please can you provide me with the number of sites the contact centre covers. **3 sites**
10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate? **ATOS**

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11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use? **No email server connected to Contact Centres**

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:

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. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract. **0800 numbers – BT/VMB**
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier. **NIL. We don't pay for incoming 0800 calls**
3. Contract Expiry: For each supplier, please state the date of when the contract expires.. **No term in place. Numbers can be cancelled giving 30 days notice.**
4. Contract Review: For each supplier, please state the date of when the contract will be reviewed. **Contracts are being reviewed as part of a Communications Systems Project – this is anticipated to be completed by March 2026.**
5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract. **Proved to assist patient queries/appointments**
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. **IT Contracts and Purchasing Manager.**