

**1. Contact Centre/Call Centre Contracts (Contracts and Costs associating to all/any systems used to manage Inbound Contact from Patients.**

**a) Do you have a call centre?**

Yes.

**b) If yes, How many call centre/support agents do you have?**

We have 70 licences.

**c) What is your average cost per call (annual) ?**

Not recorded.

**d) How many calls does your call centre receive (annual)?**

Calls are linked in with the switchboard and Interactive voice response (IVR) as well as contact centre .

The Trust is unable able to break down as this is not captured within our systems.

**2. Inbound Network Services Contracts (by “Inbound Network Services”, I am referring to Inbound Call, Telephony and Email Management Services, and any other inbound channels used by Patients to make contact.)**

**Website Traffic Spend/Analysis (even if hosted by an Agency)**

**a) Number of Visits per month (Average)**

On average 40,000

**b) Who is responsible for hosting/maintaining and managing the website(s)?**

The external website is hosted and maintained by Ideagen. The communications Team manage the content of the website.

**c) Does your organisation’s website(s) have an on-site search bar?**

Yes

**- What Content Management System is your site-search connected to (if so)?**

Easysite

**- What is the Search Bar Utilisation? (If known, % of Website visitors)**

38,000 visits

**- Who is the Supplier/Owner of the on-site search on your website?**

Ideagen

**3. Incumbent Supplier for each of the contracts mentioned.**

Netcall and Atos for contact centre.

Ideagen for website hosting/maintenance.

Easysite for Content Management System.

**4. Annual Average Spend (over 3 years) for each supplier?**

Atos £70,000

Netcall £30,000

Please note that the contracts include other elements provided by the Contact centres

Ideagen 27,275.26

Easysite £19,500

**5. Who is the senior officer (outside of procurement) responsible for these contract areas (including website)**

Executive Director of Finance, Dave Tomlinson is responsible for centre/support agents' contracts.

Executive Director of Strategic Partnerships, Patrick Nyarumbu is responsible for centre/support agents contracts.