

**FOI 0203/2022 Response**

**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.**

Netcall

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

Netcall: £164,742.81 (please note that the Trust payments to Netcall started from June 2021)

- 3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.**

6 Years

- 4. Contract Expiry: For each supplier, please state the date of when the contract expires.**

31/03/2026

- 5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.**

12 months before the end of the contract

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

To maintain and support the Netcall Liberty application and services ( IVR, Contact centre, voicemail and switchboard )

- 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.**

The Trust is unable to provide the requested information.

This is because we do not routinely release staff members information for those under a band 8c role. However, we can confirm that that the Trust's ICT Technical Specialist is responsible for this contract.

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

80 concurrent licences

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

Trust wide

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

Netcall

- 11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?**

No, Exchange online.

- 12. Number of email users: Approximate number of email users across the organisations.**

6000

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.**

1: Gamma and Virgin Media

2&3: Virgin Media

4: N/A - as do not have Caller Profile

5: Netcall

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

Netcall: £164,742.81 (Please note that the Trust payments to Netcall started from June 2021)

Gamma Telecom Ltd: £24,126.32 (Please note that the Trust payments to Gamma Telecom started from May 2021)

Virgin Media: £158,856.65 (Please note that there were limited payments made to Virgin Media during 2019-20 and 2020-21, and the bulk of the spend was during 2021-2).

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

Netcall: 31/01/2026

Gamma Telecom Ltd: 31/01/2024

Virgin Media: 02/12/2026

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

12 months prior to the end of the contract

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

Netcall: Maintenance / support of the Liberty system including IVR, voicemail, contact centre and Switchboard features

Gamma: Analogue and 08 and 03 numbers

Virgin Media: Telephone services for ISND and SIP services including outbound calls

**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.**

The Trust is unable to provide the requested information.

This is because we do not routinely release staff members information for those under a band 8c role. However, we can confirm that that the Trust's ICT Technical Specialist is responsible for this contract.