**FOI Ref: 6265**

**Category(ies): Trust – Contracts/Procurement**

**Subject: Contact Centre/Call Centre Contracts**

**Date Received: 28/02/2022**

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| **Your request:** | **Our response:** |
| **Contract 1** - **contact centre/call centre contracts**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 |
| 1. Annual Average Spend: the annual average (over 3 years) spends for each supplier
 | £42,415.20 Inc. VAT |
| 1. Contract Expiry: the date of when the contract expires.
 | 2025 |
| 1. Contract Review: the date of when the contract will be reviewed.
 | 2024 |
| 1. Contract Description: a brief description of the services provided of the overall contract.
 | Booking of new and follow up appointments, building clinics, referral management, working on Meditech and SystmOne |
| 1. Contact Details: 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.
 | \*Susan GrundyAssistant Head of Procurement\*01709427230\*susan.grundy@nhs.net |
| 1. Number of Agents; please provide me with the total number of contact centre agents.
 | 21 |
| 1. Number of Sites; please can you provide me with the number of sites the contact centre covers.
 | 1 |
| 1. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?
 | Netcall |
| 1. Busy Periods: Please state the month(s) which the contact centre is at its highest/busiest during the year. This can be based upon the number of calls. Your provider may be able to tell you quicker. E.g., JAN-MAR, APR, JUNE.
 | Relevantly consistent with peaks after major bank holidays and school holidays. |
| 1. Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?
 | No - NHSmail |
| 1. Number of email users: Approximate number of email users across the organisations.
 | 5485 |
| Please add any further comments attached to this contract if there are any changes coming to the organisation with regards to contact centres. |  |
| **The second part of my request relates to the use inbound network services contracts which could relate to one of the following:*** 0800, 0845, 0870, 0844, 0300 number
* Routing of calls
* Caller Identifier
* Caller Profile- linking caller details with caller records
* Interactive voice response (IVR)

**For 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.
 | Maintel |
| 1. Annual Average Spend: the annual average (over 3 years) spends for each supplier
 | £80k |
| 1. Contract Expiry: the date of when the contract expires.
 | 21/03/2024 |
| 1. Contract Review: the date of when the contract will be reviewed.
 | November 2023 |
| 1. Contract Description: a brief description of the services provided of the overall contract.
 | SIP, Managed Service,support/assurance, IVR |
| 1. Contact Details: 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.
 | \*Susan GrundyAssistant Head of Procurement\*01709427230\*susan.grundy@nhs.net |
| **\* The names of relevant individuals are detailed in the attached.  The provision of these contact details does not imply consent for unsolicited correspondence on your part.  As per Section 122 of the Data Protection Act 2018, permission is not given to use these details for unsolicited contact.****Right to prevent processing for purposes of direct marketing.**S122 (5) direct marketing” means the communication (by whatever means) of advertising or marketing material which is directed to a particular individual. |