

Reference Number: FOI202223/314
From: Private Individual
Date: 23 November 2022
Subject: Details of the organisation's ICT contracts, specifically around: contact centre contracts and inbound network services

I wish to submit to the organisation a freedom of information request relating to the organisation's ICT contracts, specifically around:

- a. contact centre contract(s)
- b. inbound network services contract (s)

Q1 Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.

A1 a. Information not held – The Trust does not have a contact centre centre.
b. InterCity

Q2 Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier

A2 a. Information not held as per A1 above
b. Inbound network services contract (s) - £63,000

Q3 Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.

A3 a. Information not held as per A1 above
b. Inbound network services contract (s) Rolling - 12 month contract

Q4 Contract Expiry: For each supplier, please state the date of when the contract expires.

A4 a. Information not held as per A1 above
b. Inbound network services contract (s) - April 2023

Q5 Contract Review: For each supplier, please state the date of when the contract will be reviewed.

A5 a. Information not held as per A1 above
b. Inbound network services contract (s) - Early 2023

Q6 Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

A6 a. Information not held as per A1 above
b. Inbound network services contract (s) - Network services

Q7 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.

- A7 a. Information not held as per A1 above
b. Inbound network services contract (s) Leanne Fearnough - leanne.fearnough@alderhey.nhs.uk - Associate Director Operational IT
- Q8 Number of Agents; please provide me with the total number of contact centre agents.
- A8 Zero as per A1 above
- Q9 Number of Sites; please can you provide me with the number of sites the contact centre covers.
- A9 Zero as per A1 above
- Q10 Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?
- A10 Information not held – as per A1a
- Q11 Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?
- A11 No, Microsoft Exchange 2016
- Q12 Number of email users: Approximate number of email users across the organisations.
- A12 2000
- 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?
- Q13 Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
- A13 Information not held - No contract in place for these services
- Q14 Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier
- A14 Information not held - No contract in place for these services
- Q15 Contract Expiry: For each supplier, please state the date of when the contract expires.
- A15 Information not held - No contract in place for these services

Q16 Contract Review: For each supplier, please state the date of when the contract will be reviewed.

A16 Information not held - No contract in place for these services

Q17 Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

A17 Information not held - No contract in place for these services

Q18 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.

A18 Information not held - No contract in place for these services