

Reference Number: FOI2021/484
From: Private Individual
Date: 28 February 2022
Subject: Contact Centre contracts and Inbound Network Services Contracts

Q1 Contract 1 - contact centre/call centre contracts

Please send me the following information for each provider:

- a. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
- b. Annual Average Spend: the annual average (over 3 years) spends for each supplier
- c. Contract Expiry: the date of when the contract expires.
- d. Contract Review: the date of when the contract will be reviewed.
- e. Contract Description: a brief description of the services provided of the overall contract.
- f. 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.
- g. Number of Agents; please provide me with the total number of contact centre agents.
- h. Number of Sites; please can you provide me with the number of sites the contact centre covers.
- i. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?
- j. 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.
- k. Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?
- l. Number of email users: Approximate number of email users across the organisations.

A1 Information not held – The Trust does not have a contact centre/call centre.

Q2 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 contract relating to the above please can you provide me with?

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

- b. Annual Average Spend: the annual average (over 3 years) spends for each supplier
- c. Contract Expiry: the date of when the contract expires.
- d. Contract Review: the date of when the contract will be reviewed.
- e. Contract Description: a brief description of the services provided of the overall contract.
- f. 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.

A2 Information not held – The Trust does utilise an 0800 number however this is run and managed by St Helens and Knowsley NHS Trust and all contract and spend information lies with them.