

Ref: FOI/CAD/ID 3279

**Please reply to:**  
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Trust Management  
Service Centre  
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Email: mtw-tr.foiadmin@nhs.net

18 April 2016

## **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to contact centre, call centre and inbound network services contracts.

*I wish to submit to the organisation a freedom of information request relating to the organisations:*

1. *Contact centre/call centre contracts*
2. *Inbound network services 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.*
2. *Annual Average Spend: the annual average (over 3 years) spend for each supplier*
3. *Contract Expiry: the date of when the contract expires.*
4. *Contract Review: the date of when the contract will be reviewed.*
5. *Contract Description: a brief description of the services provided of the overall contract.*
6. *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.*
7. *Number of Agents; please provide me with the total number of contact centre agents;*
8. *Number of Sites; please can you provide me with the number of sites the contact centre covers.*
9. *Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?*
10. *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.*

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

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

2. The annual maintenance/service charge for the Netcall contact centre application from Sept 2015 to Sept 2016 is £31,495

All other details remain the same as in FOI request ID 2718 details of which can be found on our website using the following link:

<http://www.mtw.nhs.uk/freedom-of-information/>