

Ref: FOI/GS/ID 7277

Please reply to:
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www.mtw.nhs.uk

07 April 2022

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 or Call Centre Contracts and Inbound Network Services Contracts.

You asked:

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.*
- 2. Annual Average Spend: the annual average (over 3 years) spends 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.

Please add any further comments attached to this contract if there are any changes coming to the organisation with regards to contact centres.

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?

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) spends 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.

Trust response:

Contact centre/call centre contracts

Please send me the following information for each provider:

1. Liberty Netcall and ARC Database, Freshservice for IT service calls
2. Liberty Netcall £36,913
ARC £32841.77
Freshservice £25,014
3. Liberty Netcall - rolling contract - annually
ARC - as consolidated as part of Block managed service (Block rolling contract - annually)
Freshservice - rolling contract - annually - 30/11/2022
4. Rolling contract annually - until decision to terminate
5.
Liberty Netcall - Framework (SolutionCare Support & Services)
Block - Framework (Hardware support, Mobile device management and cisco telephones) Managed services
Freshservice (call off contract title) G Cloud 10 call off contract - services under the terms of Framework agreement RM1557.10
6. Sue Forsey - IT Director, email: sue.forsey@nhs.net, Tel: 01622 224135
7. circa 530
8. 12
9. We don't have a contact centre application in the context that we believe you are asking for. However, we use Arc Switchboard and Netcall Liberty
10. January and July
11. NHS Mail

12. NHSmail is 8613. However, that also includes all the application accounts we have as NHSmail does not differentiate those from user mail boxes - there is no way of filtering out the different accounts

Inbound network services contracts:

Which could relate to one of the following:

1. Inbound calls are managed Inbound network services are Virgin Media and Gamma Telecom
2. Requested further clarification. Request will be closed on 03 May 2022 if no response received.
3. Requested further clarification. Request will be closed on 03 May 2022 if no response received.
4. No caller profile software in use
5. IVRs are handled by Netcall Liberty, Arc Switchboard and Cisco Unity.

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

1. Gamma

Virgin Media

2. Annual Average Spend: the annual average (over 3 years) spends for each supplier

Gamma 1819 – 150,049.19 (49,284.29 is maintenance)

Gamma 1920 – 123,200.52 (49,284.29 is maintenance)

Gamma 2021 – 136,984.26 (52,491 is maintenance)

Gamma 2122 (YTD) – 112,614.84 (so far)

Virgin Media 1819 212,680.35

Virgin Media 1920 162,852.65

Virgin Media 2021 152,705.97

Virgin Media 2122 125,048.93 (so far)

3. Virgin - Each line has gone past their fix contract period and are on a rolling contract with a minimum notice period of 45 days

Gamma - Annual rolling

4. Not applicable

5. Gamma - G Cloud 10 call off contract

6. Sue Forsey - IT Director, email: sue.forsey@nhs.net, Tel: 01622 224135