

Ref: FOI/GS/ID 9568

**Please reply to:**  
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[www.mtw.nhs.uk](http://www.mtw.nhs.uk)

07 January 2025

## **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 contract(s) and inbound network services contract(s).

*You asked: All questions are shown as received by the Trust.*

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

- 1. contact centre contract(s)*
- 2. inbound network services contract (s)*

*Please send me the following information for each provider:  
contact centre contract(s)*

- 1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.*
- 2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier*
- 3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.*
- 4. Contract Expiry: For each supplier, please state the date of when the contract expires.*
- 5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.*
- 6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.*
- 7. 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.*
- 8. Number of Agents; please provide me with the total number of contact centre agents;*

9. Number of Sites; please can you provide me with the number of sites the contact centre covers.
10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?
11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?
12. Number of email users: Approximate number of email users across the organisations.

*inbound network services contract (s)*

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier
3. Contract Expiry: For each supplier, please state the date of when the contract expires.
4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.
5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.
6. 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.

Trust response:

Contact Centre:

1. Liberty Netcall and ARC Database, Freshservice IT Management software, for IT service calls (Freshworks)

2.

Liberty Netcall, 20/21 - £ 33697.50 22/23 - £40343.00 23/24 -£50899.00 (24/25 financial year not ended)

ARC 18/19 - £32841.77, 19/20/21 – Subsequently consolidated as part of Block managed service

Freshservice (Freshworks) price fixed – 21/22 - £25,014 2021 22/23 22/23 - £57618.00 23/24 - £59637.00 (24/25 financial year not ended)

3. & 4.

Liberty Netcall - rolling contract - annually until SEPT 2024

ARC - as consolidated as part of Block managed service (Block rolling contract - annually) - DEC 2024

Freshworks - until NOV 2024

5. When it is decided that current contracts will be terminated, contracts are currently are on an annual rolling basis.

6.

Liberty Netcall - Framework (SolutionCare Support & Services)

ARC (BLOCK SOLUTIONS) - as consolidated as part of Block managed service (Block rolling contract - annually) - DEC 2025

Freshworks (call off contract title) G Cloud 10 call off contract - services under the terms of Framework agreement RM1557.10

7. Sue Forsey - IT Director, email: [sue.forsey@nhs.net](mailto:sue.forsey@nhs.net) Tel: 01622 224135

8. circa 530

9. 12

10. 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

11. NHS Mail

12. NHSmail is 10103. However, that also includes all the application accounts we have as NHSmail doesn't differentiate those from user mail boxes - there is no way of filtering out the different accounts

Inbound network services contract (s)

1.

ARC - as consolidated as part of Block managed service

Liberty Netcall - Framework (SolutionCare Support & Services)

2.

Liberty Netcall 21/22 £36,978.00 22/23 £40,343.00 23/24 £48,863.00

ARC Consolidated as part of Block managed service

3.

Liberty Netcall - rolling contract - annually until SEPT 2025

Block managed service (Block rolling contract - annually) - DEC 2025

4. Not applicable

5.

Liberty Netcall - Framework (SolutionCare Support & Services)

Block - Framework (Hardware support, Mobile device management and cisco telephones) Managed services

6.

Sue Forsey - IT Director email: [sue.forsey@nhs.net](mailto:sue.forsey@nhs.net) Tel: 01622 224135