

Reference Number: FOI202223/433
From: Private Individual
Date: 24 November 2022
Subject: Call centre contracts and inbound network services contracts

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)**

Q1 The first part of my request relates to contact centre service contracts which could relate to one of the following:

1. Advanced call distribution to control the flow of calls and maximise customer experience
2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram
3. Performance monitoring tools to track performance, customer satisfaction and other key sales metrics

This could be part of a whole package or separate service applications.

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: For each supplier, please state the annual average (over 3 years) spend for each supplier
- c. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.
- d. Contract Expiry: For each supplier, please state the date of when the contract expires.
- e. Contract Review: For each supplier, please state the date of when the contract will be reviewed.
- f. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.
- g. 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.
- h. Number of Agents; please provide me with the total number of contact centre agents;
- i. Number of Sites; please can you provide me with the number of sites the contact centre covers.

- j. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?
- k. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?
- l. Number of email users: Approximate number of email users across the organisations.

A1

- a. Of the listed 3 only Advanced call distribution to control the flow of calls and maximise customer experience is applicable. part of Managed Service contract for Networks and VOIP. Intercity Technology
- b. Managed service contract covering multiple services – contract value £203,000
- c. Initial 5 year contract (June 2015) Rolling annual which expires June 23.
- d. Please see A1c above
- e. Information not held – this is to be confirmed
- f. Fully managed network and Unified Communications service.
- g. David Reilly, Assistant Chief Digital Information Officer Deliver and Assurance. 0151 2284811 david.reilly@alderhey.nhs.uk
- h. 30
- i. 2
- j. Avaya
- k. No – Exchange Online – O365
- l. 4600

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 a 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: For each supplier, please state the annual average (over 3 years) spend for each supplier
- c. Contract Expiry: For each supplier, please state the date of when the contract expires.
- d. Contract Review: For each supplier, please state the date of when the contract will be

reviewed.

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

- A2
- a. Gamma provide 0800 number – part of our SIP contract.
points 2, 3 ,4, 5 part of Managed Service contract for Networks and VOIP. Intercity Technology
 - b. Point 1 – Gamma £19200 covered as part of our SIP services.
Points 2, 3 ,4, 5 Managed service contract covering multiple services – contract value £203,000
 - c. Point 1 - Gamma – Jan 2024.
Points – 2,3,4,5 Intercity Technology June 23.
 - d. Information not held – this is to be confirmed
 - e. Point 1 – SIP Services and 0800 number provision.
Points – 2,3,4,5 Intercity Technology – fully managed network and Unified Communications service.
 - f. David Reilly, Assistant Chief Digital Information Officer Deliver and Assurance.
0151 2284811 david.reilly@alderhey.nhs.uk