

**Request for information under the Freedom of Information Act – 2022.246  
Released – 19 December 2022**

Thank you for your email received 24 November 2022 requesting information regarding ICT contracts.

Please find detailed below a summary of your request, together with our response.

**Summary of your original request:**

***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)***

***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:***

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

We have held 5 suppliers for this area. 8x8 (Contact Centre and VOIP), BT, Daisy, Virgin and BDR (ICOM)

- 2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier***

<b>Average Annual Spend Over 3 Years</b>	
<b>8x8</b>	<b>-614,782</b>
<b>BT</b>	<b>-123,305</b>
<b>Daisy</b>	<b>-62,367</b>
<b>Virgin Media Business</b>	<b>-3,246</b>

Chair John Goulston Chief Executive Mairead McCormick

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

BDR	-211,479
ICOM	-34,635

**3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.**

8x8 is contracted up until 2023 with an option to extend for a further year, all the other are monthly rolling contracts.

**4. Contract Expiry: For each supplier, please state the date of when the contract expires.**

See above

**5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.**

See above

**6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**

Daisy Communication LTD is telecom services  
8x8 is provision of cloud telephony services  
BDR is network cabling

**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.**

It is Trust policy to not release names and contact details of staff below Executive Director Level as this constitutes personal information which is exempt under Section 40(2) in conjunction with Section 40(3A)(a) of the Freedom of Information Act 2000 which relates to 'Personal Information'.

An excerpt of the relevant Freedom of Information legislation can be found below:

**Section 40 – Personal information**

(2) Any information to which a request for information relates is also exempt information if—

- (a) it constitutes personal data which does not fall within subsection (1), and
- (b) either the first, second or third condition below is satisfied.

(3a) The first condition is that the disclosure of the information to a member of the public otherwise than under this Act

- (a) would contravene any of the data protection principles, or
- (b) would do so if the exemptions in section 24(1) of the Data Protection Act 2018 (manual unstructured data held by public authorities) were disregarded.

We can confirm that the Executive Director with overall responsibility for this is Gordon Flack - Chief Finance Officer, [Gordon.Flack@nhs.net](mailto:Gordon.Flack@nhs.net)

**8. Number of Agents; please provide me with the total number of contact centre agents;**

178 licenses held.

**9. Number of Sites; please can you provide me with the number of sites the contact centre covers.**

As 8x8 is a VOIP solution, and is available in any location the user is working from.

**10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?**

8x8

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

Unknown as we are part of the national NHS.net platform.

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

All of our trust colleagues have the availability to access email.

**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?**

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

BT

**2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier**

£123,305

**3. Contract Expiry: For each supplier, please state the date of when the contract expires.**

No expiry – monthly rolling contact

**4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.**

See above

**5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.**

Telecom Services

**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.**

As stated above, this information is exempt under section 40 – personal information. However we can advise that the Executive Director with overall responsibility for this is Gordon Flack - Chief Finance Officer, [Gordon.Flack@nhs.net](mailto:Gordon.Flack@nhs.net)