

Date: Friday, 16th December 2022
Our Ref: MB/CM FOI 5462

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Re: Freedom of Information Request FOI 5462

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 25th November 2022.

Your request was as follows:

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.
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.

Call Distribution

- 1) North PB
- 2) Annual contract value £105,415.38
- 3) 12 months with extensions available
- 4) Expiry 31/12/2022
- 5) Review 31/12/2022
- 6) Licenses for Mitel contact centre client
- 7) Procurement Contract Manager
- 8) The Walton Centre NHS Foundation Trust has 11 licenses, therefore a maximum of 11 staff available to receive calls.
- 9) One site.
- 10) Mitel
- 11) N/A
- 12) N/A

Email, Website Live Chat and Social Media Integration

- 1) Email - NHS Mail shared Office 365 tenant. Live Chat/Social Media - N/A
- 2) Email - no cost to Trust for basic email access. Live Chat/Social Media - N/A
- 3) N/A
- 4) N/A
- 5) N/A
- 6) Email - Provide access to O365 platform services Live Chat/Social Media - N/A
- 7) Email - Justin Griffiths Chief Digital Information Officer Live Chat/Social Media - Elaine Vaile Communications Manager
- 8) N/A
- 9) N/A

- 10) N/A
- 11) No, the WCFT utilises a shared NHS Digital hosted O365 tenant.
- 12) 1,500

Performance Monitoring Tools

- 1) Attend Anywhere
- 2) Annual cost £25.000
- 3) 3 years
- 4) Expiry 31/03/2024
- 5) Review 31/03/2024
- 6) Provide patient feedback after appointment
- 7) Justin Griffiths Chief Digital Information Officer
- 8) N/A
- 9) N/A
- 10) N/A
- 11) N/A
- 12) N/A

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.
- 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.

Routing of Calls

- 1) North PB
- 2) Annual contract value £105,415.38



- 3) Expiry 31/03/2023
- 4) Review 31/03/2023
- 5) Support and maintenance of Mitel Contact Centre to distribute calls to agents
- 6) Procurement Contract Manager

Please see our response above in [blue](#).

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 5462 in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information