

Request Title: Call centre contracts and network services

FOI Reference: PSC-109640-S3T2

Date of Disclosure: 09/12/2022

Date Range: 2019-2023

FOI Request:

Contract 1 - 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.

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 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.*

Our Response:

When responding to a request for information under the terms of the FOIA, a public authority is not obliged to provide information if the authority estimates that the cost of the retrieval of the information requested would be in excess of £450 (equivalent to 18 hours work). The costs criteria relates to a request in its entirety, which means that if we cannot retrieve all of the information requested within the costs limit, we are not obliged to retrieve any of the information requested.

This estimate is based on the limitations of our technology, in particular the system in which our contracts are stored. The system cannot produce reports with the degree of detail you have requested and may not contain all the information as you have requested.

This system only contains contracts above the value of £10k, and reporting produced does not include some details, such as descriptions or contact details. Our portfolio is one of the largest in the UK, comprising more than 3,000 properties. To provide information regarding inbound network services contracts would exceed 18 hours of work as this input would have to be completed manually.

Having said that, and in an effort to assist, although excess cost removes NHSPS's obligations under the FOIA, please see below.

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract. *We do not have an incumbent supplier; NHSPS has an inhouse Contact Centre.*
2. Annual Average Spend: the annual average (over 3 years) spends for each supplier. *N/A*
3. Contract Expiry: the date of when the contract expires. *N/A*
4. Contract Review: the date of when the contract will be reviewed. *N/A*
5. Contract Description: a brief description of the services provided of the overall contract. *N/A*
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. *N/A*
7. Number of Agents; please provide me with the total number of contact centre agents. *At full capacity there are 57 CSC agents in the team. We also have 8 team leaders and 1 trainer who have active log ins to the telephony system.*
8. Number of Sites; please can you provide me with the number of sites the contact centre covers. *There are currently 2961 active sites in our CRM system (Compass)*
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. *The busiest spells are usually October through to January. Incidents of extreme weather throughout the year can also drive spikes in call volume.*
11. Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use? *Outlook M365.*
12. Number of email users: Approximate number of email users across the organisations. *NHSPS has approximately 6000 email users.*