

Ref. No: 554280222  
From: Public  
Date: 28/02/22  
Subject: Contact Centre

## REQUEST & RESPONSE

### 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.

**N/A - Managed and administered in house**

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.

**150**

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

**4**

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

**CISCO**

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.

**Busy periods are typically consistent throughout the year**

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

**O365**

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

**7,000**

**Please add any further comments attached to this contract if there are any changes coming to the organisation with regards to contact centres.**

**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 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.

**All inbound voice supplied by Virgin Media Business**

2. Annual Average Spend: the annual average (over 3 years) spends for each supplier

**143k**

3. Contract Expiry: the date of when the contract expires.

**31st Dec 2023**

4. Contract Review: the date of when the contract will be reviewed.

**Mid 2023**

5. Contract Description: a brief description of the services provided of the overall contract.

**X2 SIP circuits with bundled minutes per month.**

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.

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