

30/11/2022

Dear Requester,

**FOI 1787**

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

**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?**

Netcall and Openscape Contact centre

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

Resigned on 1/04/22 @ £75K, previous years were @ £135K per annum

1. **Contract Expiry: the date of when the contract expires.**

31/03/2023

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

We are currently planning an upgrade of the Openscape contact centre which will start in Jan 23 and the contract will be reviewed end of Q3 next year

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

Manage service and break fix maintenance 24 x 7

1. **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.**

Section 40 (Personal Information)

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

Varies from day to day

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

2

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

Openscape Contact Centre

1. **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.**

As this is a hospital Winter months are busier, days of the week Monday is the busiest

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

Section 31 - This FOI request is exempt under Section 31(1) Information is exempt if its disclosure under this Act would, or would be likely to, prejudice - (a) the prevention or detection of crime. It could be used to withhold information that would make anyone, including the public authority itself, more vulnerable to crime for example, by disclosing its own security procedures and it is the view of this Trust that the disclosure of the requested information would prejudice our ability to resist cyber-attacks on our systems.

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

Approx. 8000

**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 -**None

**2.       Routing of calls -** None all numbers are DDI

**3.       Caller Identifier -**Netcall

**4.       Caller Profile- linking caller details with caller records -**Netcall

**5.       Interactive voice response (IVR) -**Netcall

**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.**

Gamma in Luton, Bedford Koris 365 (Gamma reseller)

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

Approx. £72k per annum across both sites

1. **Contract Expiry: the date of when the contract expires.**

Luton 13/04/2024 Bedford 6/11/2024

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

Jan 2024

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

SIP Trunks, Ethernet circuits, DDI numbers

1. **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.**

Section 40 (Personal Information)

This information is provided for your personal use and is the property of Bedfordshire Hospitals NHS Trust and subject to any existing Intellectual Property and Database Rights. Any commercial application or use of this information may be subject to the provisions of the Re-use of Public Sector Information Regulations 2015 (RPSI). This means that if you wish to re-use the information provided for commercial purposes for any reason you must ask the Trust for permission to do so.

Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF [www.ico.org.uk](http://www.ico.org.uk/)

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust