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Request for Information Reference: 11.22.55

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Email only

17th January 2023

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a follow-up for the request for information that we received on 23rd November 2022 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to IT contracts and I am providing the following information in response to your specific questions:

I wish to submit to the organisation a freedom of information request relating to the organisation's ICT contracts, specifically around:

- **contact centre contract(s)**
- **inbound network services contract (s)**

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

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

£60,000 - £90,000

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

3 years

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

May 2023

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

January 2023

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

Contact Centre, voicemail, IVR, call cascade, mass dialler, patient reminder service, Follow me

- 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.**

Craig Robinson, Head of ICT, contactable via the Trust's switchboard on 01325 38 0100

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

110

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

8

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

Netcall

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

No. The Trust use Exchanged 365 as part of NHS Mail

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

9,617

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

- 0800, 0845, 0870, 0844, 0300 number
- Routing of calls
- Caller Identifier
- Caller Profile- linking caller details with caller records
- 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.

IVR – Netcall

Incoming calls, CLI and routing – BT

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

Netcall - £60,000 - £90,000

BT- £60,000 - £80,000

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

Netcall – May 2023

BT – June 2023

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

Both contracts will be reviewed in January 2023

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

Netcall – Contact Centre, voicemail, IVR, call cascade, patient reminder service, Follow me

BT – ISDN & SIP connections, support for on premise phone system

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.

Craig Robinson, Head of ICT, contactable via the Trust's switchboard on 01325 38 0100

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator