

Freedom of Information Request

Reference Number: EPUT.FOI.22.2725
Date Received: 23rd of November 2022

Information Requested:

- 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.
N/A – it's an internally provided service
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier
N/A
3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.
N/A
4. Contract Expiry: For each supplier, please state the date of when the contract expires.
N/A
5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.
N/A
6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.
N/A
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.
N/A
8. Number of Agents; please provide me with the total number of contact centre agents;
30
9. Number of Sites; please can you provide me with the number of sites the contact centre covers.
N/A

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

N/A

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

MS Office

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

Approx 10000

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

13. 0800, 0845, 0870, 0844, 0300 number

N/A

14. Routing of calls

N/A

15. Caller Identifier

N/A

16. Caller Profile- linking caller details with caller records

N/A

17. Interactive voice response (IVR) –

In house Cisco Telephony, no contract other than support.

For a contract relating to the above please can you provide me with?

18. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.

Cinos

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

65k-80k

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

April 2025

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

April 2024

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

2 x QoS Premium - Per annum, 5 year commit

SS11 7XX - 1G - Annual Charge - Per annum, 5 year commit
RM16 2PX 1G - Annual Charge - Per annum, 5 year commit
350 SIP Trunks Primary - Per annum, 5 year commit
2 x Managed Router - Per annum, 5 year commit
2 x Managed Voice - Per annum, 5 year commit
2 x Cross Connects - Per annum, 5 year commit
CCS Support Wrap 24x7 (12month term)

23. 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.

Adam Whiting, Deputy CIO adam.whiting@nhs.net

Publication Scheme:

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